

Lithgow

*Delivery Program 2013-2017
Operational Plan 2013-2014*



Annual Report 2013-2014



Annual Report
2013-2014

Our Place ... Our Future

The Lithgow City council Annual Report was tabled at the Ordinary
Meeting of council on the 17 November 2014

Message from the Mayor

As Mayor of Lithgow City Council, I am extremely proud of the achievements made in 2013-2014 to help ensure the long-term sustainability of the Lithgow local government area.

Council has continued to invest in infrastructure with a number of exciting projects commencing including the Wallerawang Black Bridge, Portland Sewerage Treatment Plant, Lithgow Aquatic Centre Indoor Pool and the Revitalisation of Main Street. These projects will allow the Lithgow region to grow and develop into the future.

Hassans Walls, Bracey and Pearsons' Lookouts have now all been upgraded making them accessible to everyone and providing quality tourism assets with world class views and information on their history and significance to our area.

Exciting new programs such as the Lithgow Creative's Laneway Gallery Project (a joint initiative with Tidy Towns), the Pop-up Gallery at A Reader's Heaven, Mother's Day Sale, Halloween 13 and Lithglo have been developed as a celebration of who we are as a community. They promote our retail sector, bring tourists to our area and encourage everyone to shop local.

Council has also worked closely with the community to interpret the history and heritage of our area with regular joint exhibitions, history talks and workshops at Eskbank House & Museum and the Lithgow Library Learning Centre.

I hope that as you read through this document you are as inspired as I am by the diverse range of projects and programs that have been achieved. Many of these projects are undertaken in partnership with members of the community whose commitment to our area is commendable. I would like to extend my sincere thanks and gratitude to all of these community groups, it is through your help and support that our community continues to develop and grow.

Maree Statham

Mayor

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Caring for Our Community



Our Place ... Our Future

1 Caring For Our Community

1.1 Planning and providing quality community and recreational facilities and services for a healthy, vibrant and harmonious community.

1.1.1 Planning Our Community

1.1.1.1 To provide social and cultural planning that will lead to the enhancement of the quality of life of the community.

01 Review and monitor current plans and strategies.

Action 1.1 Implement the Disability Action Plan	Completed	100%
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Annual Comment

Council's Disability Access Committee met regularly during 2013/14 and worked on development of a Disability Access Plan which was adopted by Council for public exhibition during the fourth quarter. The Plan was reported to Council for final adoption in the 1st Quarter 2014/15.

During 2013/14 accessible boardwalks were built at Hassans Walls Lookout and Pearson's Lookout Capertee. Work also commenced on construction of an accessible walkway linking Blast Furnace Park and Lake Pillans

Action 1.2 Implement the Ageing Strategy	Completed	100%
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Annual Comment

Council considered the needs of older people in the development of the Disability Access Plan and in accessibility improvements at Pearsons and Hassan's Walls Lookouts. Work also commenced on construction of an accessible walkway linking Blast Furnace Park and Lake Pillans.

As part of Seniors Week in March 2014, Council held the 2nd Ageing expo at the Union Theatre to celebrate ageing and to provide information on services for older people. Council also participated in a planning forum for improved health transport services.

Action 1.3 Implement the Crime Prevention Plan	Completed	100%
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Annual Comment

The Crime Prevention Committee met throughout the year providing a mechanism for Council, the Police, business and the community to consider local crime issues and initiatives.

Action 1.4 Implement the Cultural Plan	Completed	100%
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Annual Comment

During 2013/14, implementation of the Cultural Plan was progressed through:

- An increase in exhibitions, workshops and events at Eskbank House and Museum,
- Two major cultural festivals were established by Council (Lithglo and Halloween),
- The first public art exhibition was held in Gallery Lane in partnership with Lithgow Tidy Towns, which held an exhibition "Blind Alley" in Gallery Lane as part of their public art program.

- And a “Pop up Gallery” for creative industry practitioners was opened in A Reader’s Heaven Book Store.

In addition, support for cultural enterprises was provided in the form of the continuing Museums Advisor program. This program focused on oral histories, combined museums events and assisting museums with advice on improving the quality of the museums exhibitions in the area.

The Cultural Development Officer participated in the Lithgow Museums Network, Greater Lithgow Arts Council and Blue Mountains Association of Cultural Heritage Organisations.

Action 1.5	Completed	100%
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Implement the Eskbank House Museum Conservation Management Plan

Annual Comment

During 2013/14 Council undertook the following works to implement the Eskbank House Museum Conservation Management Plan:

- A post and rail fence was erected around the perimeter of the property.
- External lighting was installed to enhance the Museum grounds for night events and to improve safety and security. An archaeological assessment was carried out prior to works commencing to identify any items of archaeological significance.
- A Development Application was approved for works to the rear of the main house to better link the interior and exterior including improvements to the roofing and guttering.
- Text and images for interpretive signage for the inside and outside of the house were completed.

Action 1.6	Completed	100%
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Implement the Cultural Precinct Study

Annual Comment

During 2013/14 the following activities were undertaken to implement the Cultural Precinct Study:

- Two cultural festivals were held in the precinct; Lithlo and Halloween 13.
- The Lithgow History Avenue and associated website was completed.
- Exhibitions, events and workshops were held at Eskbank House and Museum.
- A Lithgow Creative’s Pop Up Gallery was opened in A Readers Heaven Bookshop.
- A Lithgow Networking Event and a Winter Networking Night were held at Eskbank House.

02 Identify and develop new plans and strategies in line with the community’s needs.

Action 2.1	Completed	100%
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Develop and implement a Disaster Management Plan for Eskbank House Museum.

Performance Comment

External lighting installed at Eskbank House to improve security.

Annual Comment

A Draft Disaster Management Plan was created for Eskbank House. Security fencing and external lighting were installed. A Development Application to improve the roofing and guttering was approved as per the plan.

Action 2.2	Completed	100%
Village Improvements Plans developed and adopted by Council.		

Annual Comment

Council's Village Enhancement Program is an identified action within the Community Strategic Plan 2026 aims to strengthen Council's partnership with rural villages to promote community cooperation and engagement and implementing a shared direction for the future.

The Capertee Village Enhancement Plan was completed in 2013/14 and work commenced on the Rydal Village Enhancement Plan due for completion in the first quarter 2014/15.

Action 2.3	Progressing	50%
Develop a Youth Strategy.		

Annual Comment

The Youth Strategy will provide a framework for Council's direction on engaging, supporting and working with young people, their families, the broader community and the youth sector.

The Community Development Officer implemented a Youth Survey across all High Schools. A general Youth Survey also went out to the community. A total of 565 survey responses were received. The data is being analysed and further research is being conducted to assist with the development of the Youth Strategy which will be completed in 2014/15.

Action 2.4	Progressing	70%
Develop a Family Friendly Community Strategy.		

Annual Comment

Council commenced work during 2013/14 on development of the Family Friendly Strategy, an online community survey was developed and a profile of families was developed. The strategy will be completed in 2014-2015.

03 Provide input into State, Regional and Non-Government Organisations Plans and Strategies.

Action 3.1	Completed	100%
Input provided into relevant external plans and strategies as required.		

Annual Comment

During the year Council supported the George Institute for Global Health in their follow-up study into dietary salt intake in Lithgow and participated in planning by Nepean Blue Mountains Medicare Local into health transport needs.

1.2 Working together to support, celebrate and expand the social and cultural diversity of our community. Whilst promoting healthy, active lifestyles in a safe environment.

1.2.1 Aboriginal, Cultural and Linguistically Diverse Communities

1.2.1.1 To support people from Aboriginal and CALD backgrounds.

01 Provide support to the activities of local aboriginal organisations.

Action 1.1	Completed	100%
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Assistance provided to support the activities of local aboriginal organisations.

Annual Comment

NAIDOC Celebrations were held on 20 September 2013 with a day event at Hartley Historic Village and evening event at Wallerawang. The Community Development Officer assisted the NAIDOC committee with the planning and organisation of the event.

The NAIDOC Committee includes Mingaan Aboriginal Corporation, Lithgow City Council, Centennial Coal, LINC and other community organisations. The Committee meets monthly throughout the year, and events are generally held in September/ October to avoid the colder winter weather.

02 Promote and support to the activities of the local CALD community.

Action 2.1 Assistance provided to support the activities of local Cultural and Linguistically Diverse organisations.	Completed	100%
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Annual Comment

The Community Development Officer works with a variety of local multicultural groups, such as Lithgow High School and LINC to support and promote activities for the culturally and linguistically diverse community in the Lithgow area. Harmony Day celebrations were held on 21 March at the Lithgow Information and Neighbourhood Centre.

Work was undertaken on a study, jointly funded by Council and the Migration Heritage Centre, of migration trends to Lithgow and the social history of migrants. The study will inform the collection development of local museums in relation to migration.

The Community Development Officer worked with the Multicultural Officer at LINC to create a Multicultural Meeting Space for the local community.

Action 2.2	Completed	100%
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Conduct and celebrate Naturalisation Ceremonies as required.

Annual Comment

There were a total of five naturalisation ceremonies held during the 2013/14 period. Thirty seven new citizens participated in the ceremonies throughout the year.

1.2.2 Ageing Population

1.2.2.1 To respond to the needs of an ageing population.

01 Number of actions successfully implemented from the Ageing Strategy

Action 1.1	Completed	100%
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Improved access to services and facilities for senior residents.

Annual Comment

During 2013/14 Council undertook a number of initiatives:

- Council's Disability Access Committee met regularly and worked on development of the Disability Access Plan and a number of other access initiatives. The Draft Disability Access Plan was adopted by Council for public exhibition during the fourth quarter and adopted by Council in the 1st Quarter 2014/15.
- An Ageing Expo was held at the Union Theatre in March 2014 during Seniors Week.
- Outdoor gym equipment was installed at Lake Wallace Wallerawang in August 2013.
- Accessible boardwalks and viewing platforms were built at Hassans Walls Lookout and Pearsons lookout Capertee.
- Construction has commenced on an accessible pathway linking Blast Furnace Park and Lake Pillans Wetlands at a cost of over \$40,000.

Action 1.2	Completed	100%
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Celebrate the contribution to the community by our senior residents.

Annual Comment

The Community Development Officer supports older members of the community by implementing initiatives from the Ageing Strategy as well as the Community Strategic Plan. These initiatives include, Seniors Week, Grandparents Day, Volunteers Day as well as actions from the Disability Access Plan.

The Draft Disability Access Plan has been finalised by the Disability Access Committee and adopted by Council on 30 June 2014 for exhibition during 1st quarter 2014-15.

1.2.3 Arts and Culture

1.2.3.1 To provide a range of programs celebrating the cultural diversity and rich heritage of our local government area.

01 Celebrate the cultural heritage of the LGA through the development of cultural/heritage programs.

Action 1.1	Completed	100%
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Eskbank House and its connections with other heritage sites promoted.

Annual Comment

During the year staff and volunteers from Eskbank House attended monthly Lithgow Museums Network meetings and Oral History Meetings with a variety of community groups. They participated in two combined museum events (Boom and Bust; Lithgow in the 1920's and Treasures from Home – International Museums Day 2014), hosted a combined museums' exhibition in the Courtyard Gallery of Eskbank House and Museum and participated in two Network promotional stalls at large community events including Ironfest.

The Lithgow History Avenue was completed linking Eskbank House to the Cultural Precinct and Blast Furnace Park using sculptures, interpretative text and a website telling the story of industry in Lithgow.

Action 1.2	Completed	100%
Promote Lithgow History Avenue Project.		
Annual Comment		
<p>The Lithgow History Avenue project, a partnership between Council and Glencore, was completed during 2013-2014. The project involved installation of a series of steel sculptures along Inch Street linking a number of heritage sites and making reference to the industrial and social history of Lithgow. A website was created to provide supporting educational materials for visitors and school students.</p> <p>A safety and interpretive Masterplan for Blast Furnace Park was completed in 2013-2014. It will guide safety and interpretative signage upgrades in 2014-2015.</p> <p>A plan for cycle and pedestrian upgrades linking Blast Furnace Park and Lake Pillans wetlands was developed in 2013/14 with the upgrades to be undertaken in 2014-2015.</p>		
Action 1.3	Completed	100%
Continue to participate in the Lithgow Museums Network Group		
Annual Comment		
<p>During the year staff and volunteers from Eskbank House and the Tourism Manager attended monthly Lithgow Museums Network meetings and Oral History Meetings with a variety of community groups. They participated in two combined museum events (Boom and Bust; Lithgow in the 1920's and Treasures from Home – International Museums Day 2014), hosted a combined museum's exhibition in the Courtyard Gallery and participated in two Network promotional stalls at large community events including Ironfest.</p> <p>The Cultural Development Officer assisted in the development of a Network brochure that included all operating museums in the LGA. The Lithgow Visitor Centre funded the printing of the brochure.</p>		
Action 1.4	Completed	100%
Develop and Establish School Excursion Programs to Eskbank House Museum and other Heritage Sites.		
Annual Comment		
<p>A comprehensive hands-on educational program based on learning museum techniques as well as historical information was created for Eskbank House and Museum during the year. An "Explore Eskbank" Day was planned for the July 2014 Holidays to test the program for feedback and adjustment.</p> <p>Lithgow Public School Primary Students visited the Wiradjuri Art Exhibition at Eskbank House.</p> <p>A website linked to the Lithgow History Avenue was completed which is a valuable educational resource for schools on the industrial history of Lithgow.</p>		

02 Provide support for cultural organisations in the development and promotion of cultural activities.

Action 2.1 Completed 100%

Regular networking undertaken with cultural organisations.

Annual Comment

The Cultural Development Officer attended

- Eight Lithgow Museums Networking Meetings,
- Eight Blue Mountains Association of Cultural Heritage Organisations Meeting,
- The AGM of the Museums Australia Central Tablelands Chapter,
- Ten Lithgow Arts Council Meetings, and
- The Local Government NSW Arts and Culture Summit.

Eskbank House was part of two combined museums events and stalls and hosted an Arts Out West Winter Networking Event for local artists.

03 Provide guidance in the identification, preservation and promotion of local history collections through the Museums Advisors Program.

Action 3.1 Completed 100%

Museums Advisor Program continuing to work with Eskbank house and other museums to preserve and promote local history collections.

Annual Comment

The Museums Advisor visited Lithgow 16 times during 2013-14 providing assistance to museums and “keeping places” with improving the quality of their research and exhibitions. During 2013-14 the Museums Advisor:

- Instigated an Oral History Group which meets regularly and includes community organisations and museums which are developing Oral Histories.
- Participated in and assisted with two combined museums events.
- Arranged workshops and visits from Museums and Galleries NSW conservators to the Lithgow area.
- Provided advice to the Hartley District Progress Association's 1813 Crossing Committee on their upcoming exhibition and events.

04 Subject to available resources develop the oral history program to capture the ‘collective memories’ of the area.

Action 4.1 Completed 100%

Oral History Project underway

Annual Comment

A total of 10 loans of the Oral History Kit were made by the Library during the year. Most work has been done in partnership with Eskbank House Museum. Some staff training has been undertaken with the Oral History Association and discussions have been initiated to use the library as a repository for the recordings.

05 Develop temporary programs and events within the Cultural Precinct.

Action 5.1 Completed 100%

Program of temporary programs and events developed.

Annual Comment

There were 18 exhibitions, events and workshops held at Eskbank House during the year including:

- Dhaga Ngiyani Ngan.girra (Wiradjuri Art Exhibition)
- Waste2Art 2014
- Lithgowfoto2014 On the Prowl
- Bits and Bobs
- Winter Networking Events
- Treasures from Home - International Museums Day 2014
- 1in4 Creative Arts Exhibition
- Primary by Design Exhibition
- International Men's Day Exhibition
- Inspirational, Creative and Hectic Art Exhibition
- Volunteers Thankyou Afternoon Tea
- Lithgow Landscapes – Lithgow City Council Art Collection
- Boom or Bust: Lithgow in the 1920's
- Eskbank Ceramics Collection Exhibition
- 1920's Garden Party
- Devotion – Sir Joseph and Dame Mary Cook
- Lithgow Valley Colliery Company Exhibition.

Two major events, Lithglo and Halloween13 were held in the Cultural Precinct during 2013-2014.

06 Establish outdoor exhibitions at Blast Furnace Park.

Action 6.1 Not Due To Start 0%

Program of exhibitions developed.

Annual Comment

Council is awaiting upgrades to safety and interpretation at Blast Furnace Park before developing an outdoor exhibition program.

The Safety and Interpretation Masterplan for Blast Furnace Park was completed in the fourth quarter.

1.2.4 Children and Families

1.2.4.1 To develop the Lithgow LGA as a Family Friendly Community.

01 Continue to participate in the Child Protection Interagency to develop and promote activities for children and families.

Action 1.1 Completed 100%

Regular attendance by the Community Development Officer at meetings and participation in community events.

Annual Comment

The Child Protection Interagency which includes government and non-government agencies, worked together during the year to implement initiatives that protect children and families. Council's Community Development Officer is an active member of the Child Protection Interagency and assists the group by attending meetings, sharing information and participating on working groups.

Activities of the committee during the fourth quarter included workshops, training and family fun days.

Two free Wizard of Oz Christmas Shows, were conducted for children on Sunday 15 December at the Civic Ballroom in Lithgow and Chrystal Theatre at Portland. They were attended by several hundred families.

1.2.5 Community Information

1.2.5.1 To increase community awareness of local services and facilities

01	Provide community information on the Marjorie Jackson Plaza noticeboard and in branch libraries.
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Action 1.1	Completed	100%
All noticeboards are updated weekly		

Annual Comment

The community notice boards in Cook Street Plaza and the Council Administration Centre were updated weekly.

02	Maintain the online directory of Children's Services on Council's website.
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Action: 2.1	Progressing	75%
Directory maintained and updated regularly.		

Annual Comment

The Children's Services Directory provides contact information on a variety of children's services available in the Lithgow LGA. Update of the directory commenced in the 4th Quarter 2013-2014 for completion in the 1st quarter of 2014-2015.

1.2.6 Community Support

1.2.6.1 To encourage equitable access to services and facilities

01	Provide support to community organisations through Council's financial assistance program.
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Action 1.1 Promote and Administer the Financial Assistance Program to community organisations.	Completed	100%
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Annual Comment

Council provides financial assistance to not-for profit community organisations under Section 356 of the Local Government Act. Council allocated \$166,819 Financial Assistance in 2013/14 including \$86,819 for Recurrent projects, \$70,000 for Non-Recurrent projects and \$10,000 for showground/ballroom fee waivers.

During the 4th quarter, Council called for applications from the community for 2014/15 Financial Assistance and approved \$167,819 for allocation in 2014/15:

02	Lobby Governments for equitable access to public transport, health, education, housing, recreational and other essential community services projects.
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Action 2.1	Completed	100%
Use census and other need data to advocate for equitable access by Lithgow residents to community infrastructure and essential services.		

Annual Comment

Census data is used by Council to produce demographic profiles of geographic areas and population groups for use in Council funding submissions, strategies and plans including Village Enhancement Plans, the Disability Access Plan, Family Friendly Strategy and Youth Strategy.

03 Promote and support Men's Shed projects and programs.

Action 3.1 Completed 100%

Assist Lithgow Men's Shed with upgrading the Old Lithgow Pool Building.

Annual Comment

Council has provided funding of \$50,000 to Lithgow Men's Shed for the material costs of upgrading the old amenities block at Lithgow Pool as Men's Shed premises. These works were completed with the voluntary labour of the men's Shed members in the 4th quarter.

Action 3.2 Completed 100%

Provide support for Men's Shed organisations in the promotion and development of activities.

Annual Comment

The Community Development Officer continued to attend meetings of Lithgow and Portland Men's Shed to assist them with their projects.

Council has provided support to Men's Shed groups in Lithgow and Portland throughout the year including: Financial Assistance of \$50,000 to Lithgow Men's Shed to upgrade the old amenities block at Lithgow Pool as Men's Shed premises.

Financial Assistance of \$6,150 was provided to Portland Men's Shed for shed repairs and equipment.

1.2.7 Health

1.2.7.1 To provide a range of health services which meet the needs of the community.

01 Advocate for equitable access to health services to meet community need.

Action 1.1 Completed 100%

Community consultation undertaken on health needs and needs advocated to the government.

Annual Comment

During the year Council supported the George Institute for Global Health in their follow-up study into dietary salt intake in Lithgow.

Council also participated in planning by Nepean Blue Mountains Medicare Local into health transport needs.

02 Participate in the Community Services Interagency.

Action 2.1 Completed 100%

Regular attendance by the Community Development Officer at meetings and participation in events.

Annual Comment

The Community Development Officer regularly attended the Community Interagency meetings held at LINC on a bi-monthly basis.

03 Lobby for the reinstatement of a full-time Aged Care Assessment Team Service based in Lithgow.

Action 3.1 Completed 100%

Lobbying undertaken in conjunction with Lithgow Community Care Interagency.

Annual Comment

Council participated in a forum by Nepean Blue Mountains Medicare local to improve health transport services in Lithgow.

1.2.8 Library Programs

1.2.8.1 To provide learning opportunities and quality library facilities which meet the needs of the community

01 Operate the Lithgow Library Learning Centre, Portland, Rydal and Wallerawang Libraries

Action 1.1 Completed 100%

Operate all branch libraries to provide quality membership services.

Annual Comment

KPI	Target	Achieved	Notes
Technology Centre	Number of bookings	29,369	Usage continues to rise each quarter
Membership	Number of new members	999	
Children's story time activates.	Number of children attending	1,824	
Meeting and Video Conferencing Room	Number of bookings	163	Estimated 315 attendees
Library Loans	Number of loans	79,459	
Library Service	Number of people using the service	110,440	There was a notable increase in June, possibly due to exceptionally cold winter weather

Both Portland and Wallerawang libraries are now holding school holiday activities.

02 Maintain membership of the Australian Learning Community Network.

Action 2.1 Completed 100%

Payment of membership.

Annual Comment

Membership was paid in the 3rd Quarter. The Library has also joined PASCAL, an international learning communities network.

03 Provide outreach programs for housebound and isolated residents within the LGA

Action 3.1

Completed

100%

Housebound Library Service provided to residents of Wallerawang and Portland.

Annual Comment

KPI	Target	Achieved
Number of participants in Portland	Total number	15 – 1 st Quarter 12 – 2 nd Quarter 11 – 3 rd Quarter 11 – 4 th Quarter
Number of participants in Lithgow	Total number	02 – 1 st Quarter 09 – 2 nd Quarter 22 – 3 rd Quarter 24 – 4 th Quarter
Number of participants in Wallerawang	Total number	01 – 1 st Quarter 01 – 2 nd Quarter 01 – 3 rd Quarter 01 – 4 th Quarter

The Home Library Service continues to operate weekly with casual and volunteer staff and is growing in popularity. During the 3rd quarter, through the assistance of two volunteers, the service was extended to all nursing home residents in Lithgow, Portland and Wallerawang. Service demand varies with some patrons utilising the service on a temporary basis and the service will be expanded further as more staff and volunteer resources become available.

Planning is underway to expand the service to include the option of e-books on e-reading devices.

Action 3.2

Completed

100%

Investigation of the extension of the Housebound Library Service to other isolated communities within the LGA.

Annual Comment

During the 3rd quarter the service was extended to all nursing home residents in Lithgow, Portland and Wallerawang with the assistance of two volunteers.

Planning is underway to expand the service to include the option of e-books on e-reading devices.

04 Establish e-book reading service.

Action 4.1

Completed

100%

Service established.

Performance Comment

Annual Comment

Further investigations have been undertaken on the appropriate model with the service to begin operation in 2014/15.

Planning is underway to offer an e-book option for Housebound Library Service customers.

05	Enhance the adult, children, DVD, talking book, large print, language and teenage sections of the Library collection and provide kits for the Books for Babies Program.
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Action 5.1	Completed	100%
Purchase additional book and other reading resources.		

Annual Comment

The library purchased a wide range of quality reading materials in 2013-2014 during the year, as well as receiving a large amount of high quality donations.

06	Share library resources with other communities.
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Action 6.1	Completed	100%
The number of inter-library loans and reciprocal borrowers		

Annual Comment

KPI	Target	Achieved
Inter Library Loans	Number of loans	459
Reciprocal Borrowers	Number of borrowers	1388

07	Conduct exhibitions and displays.
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Action 7.1	Completed	100%
4 Exhibitions/displays per year including a travelling exhibition celebrating the Bicentenary of the 1813 Crossing of the Blue Mountains.		

Annual Comment

The library has had a large number of events and exhibitions throughout the year. Talks have been well attended and there have been a lot of positive responses from the community.

The following exhibitions of artwork were held during the year:

- R & K Harrington
- Peter Floyd
- Sharon Cross
- Beehive
- Bob Green
- LINC Disabilities
- Gregory Bayley
- Art of Lithgow
- Allan Jones
- Tim Francis
- Ellie Gunn and Libby Raines
- Lithgow Rugby League history exhibition - June - Sharon Cross

The following displays were held during the year:

- Garden Club display – Beanies on the Balcony
- Medieval weapons display - April - Tim Francis
- Refugee Week - 16-20.6.14 - 3 sessions - 65 attendees

The following travelling exhibitions were held during the year:

- The Bi-Centenary Crossing of the Blue Mountains exhibition was held from 1– 31 July, Leewin paintings (State Library display)
- Miles Franklin (State Library travelling exhibition)
- Fred Hollows Foundation Travelling Exhibition.

08 Develop the Local History Collection

Action 8.1

Completed

100%

- Photo digitising of the collection.
- Improved storage and access to Local Studies Collection.
- Map indexing.
- Mercury indexing of Lithgow Mercury holdings.

Annual Comment

During the year:

- The Library focussed on providing better and safer storage and indexing of the Local History collections.
- New and improved storage was provided in the stack.
- 5 new local history titles were added to stock.
- One new title, "A Moment in Time" was added to the collection.
- Volunteers continued to work on updating the indexing of Council minutes and vertical files and photo digitising.
- Map indexing was completed.
- 115 incoming Local Studies requests were processed.
- The State Meeting for Local History Librarians was held in Lithgow in August.

09 Provide a community and education information service through events, displays and the Learning Shop.

Action 9.1

Completed

100%

- Community and education information areas are updated weekly.
- Number of people attending events.

Annual Comment

KPI	Target	Achieved	Notes
Undertake joint programs with TAFE and local schools.	Number of school visits and displays.	35	Scots School visited weekly on Mondays during school terms. A total of 437 children visited the Library during the year.
Local Schools Network	Number of Meetings attended.	5	
Supervise external university exam students as required.	number of exams supervised.	107	
Preschools	Number of preschools visited	2	

The Library has become part of the Open Universities Australia Network to assist OUA's students living locally.

The Young Adult area was completely refurbished during the year at a cost of \$8,000 with modern furniture, noticeboards and display stands to create a relevant and attractive place for young adults.

10	Provide quality community programs that offer educational and social opportunities for all members of the community.
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Action 10.1

Completed

100%

Community programs developed to promote the facilities and services offered by the Library.

Annual Comment

KPI	Target	Achieved	Notes
Youth Book Club	Monthly	3	Meetings were held in October, November and December 2013
Book Club	Monthly	24	Held in 1 st quarter.
Children's Holiday Craft Activities	Regular activities	13 sessions	13 craft sessions plus special Easter Bunny and Santa Story Time held at Lithgow with 434 attendees. 2 sessions were held at Wallerawang and Portland with 17 attendees.
Lithgow Forum,	Meet 4 times per year	1	One meeting was held in December 2013
Craft lessons with Thursday Knitters Group	Weekly	50 sessions	431 attendees
Children's Storytime	2 times per week	145 sessions	1, 539 children and parents attended regular Wednesday and Thursday sessions during the year. In addition Scots School visited 35 times and during Book week, 23 school groups with approximately 690 students visited.
Friends of the Lithgow Library Learning Centre (FROLLIC)	Number of Meetings attended	3 meetings	Three literary discussion dinners were also attended. FROLLIC purchased a scanner for Portland Branch Library to use with Portland History Group.

The following book launches were held during the year:

- Rupert Grech book signing – 10 attendees
- Alicia Braithwaite book launch – 48 attendees

The following Tea & Talk sessions were held during the year:

- Carlos Tabernaberi – 10 February with 21 attendees
- Ted Green - 18 April with 5 attendees

Other programs held during the year included:

- The Tracey Bradford lecture in July with 85 attendees.
- The Community Orchestra performed on Saturday mornings in the Library.
- A Santa visit and story time was held on 20th December with 14 attendees.
- A Cartooning workshop and holiday craft session was held in October with 26 attendees.
- The Summer Reading Club was launched in December for the Summer Holidays with 20 participants.
- A Halloween display, story time activities and staff dressing up held in the first quarter.
- A History Week opening and lectures were held in 1st quarter with approximately 75 attendees.

- The Heritage Festival was held in April/May with 6 speakers and 60 attendees
- The Telstra Tech-Savvy Seniors classes ran in April/May with 4 session's and 18 attendees.
- Hosted 'Nanna's Touch' ASD support group which meets monthly beginning in May - estimated 20 attendees

1.2.9 Regulatory/Compliance Programs

1.2.9.1 To ensure community safety and compliance

01 Maintain animal control in accordance with legislation and policy.

Action 1.1 Completed 100%
Maintain the companion animals register.

Annual Comment

KPI	Target	Achieved	Notes
Animals sold	Total number	21	Animals fostered 3
Animals destroyed	Total number	80	
Animals returned to owners	Total number	71	
Animals impounded	Total number	175	

The companion animals register is kept and maintained in accordance with the Companion Animals Act 1998 requirements and Companion Animals Regulation 1999.

02 Maintain the Lithgow Pound.

Action 2.1 Completed 100%
Daily feeding and exercise of animals and cleaning of the pound.

Annual Comment

Daily feeding and care of animals in accordance with the Companion Animals ACT 1998
 The current stage improvements to the pound have been completed.

03 Undertake community educations on the care of and responsibility of companion animals.

Action 3.1 Completed 100%
Implement Community Education Strategy Action Plan.

Annual Comment

Education material updated and readily available at counter, library, local schools and Lithgow City Pound.

04 Investigate non-compliance with the Protection of the Environment Operations Act 1997 and Local Government Act 1993

Action 4.1 Completed 100%

Number of Environmental Protection actions taken.

Annual Comment

KPI	Target	Achieved	Notes
Number of Environmental Protection Authority actions taken.	Total number	3	POEO Clean up notice 1 Prevention Notice 2
Number of non-compliance investigated.	Total number	5	

Action 4.2 Completed 100%

Number of Local Government Act actions taken.

Annual Comment

KPI	Target	Achieved	Notes
Number of Local Government Notices issued.	Total number	39	

Actions taken under the Local Government Act to ensure community safety and compliance.

1.2.10 Safety

1.2.10.1 To facilitate a safe community.

01 Maintain Street Lighting

Action 1.1 Completed 100%

Complaints referred to Origin Energy on the day received if a working day.

Annual Comment

All complaints were forwarded on the day of receipt.

Action 1.2 Completed 100%

Audit and enhance where necessary, street lighting in areas of high pedestrian activity.

Annual Comment

Regular audits were undertaken throughout the year. Council meets six monthly with Endeavour Energy to discuss outstanding issues.

Areas requiring street lighting upgrades along the Great Western Highway have been identified in the Pedestrian Access Management Plan.

02 Remove graffiti from public places and liaise with Police.

Action 2.1 Completed 100%

All graffiti removed within 5 working days.

Annual Comment

All graffiti was removed within 5 working days of being notified.

03 Participate in the Local Liquor Accord

Action 3.1 Completed 100%

Attend meetings regularly.

Annual Comment

Two meetings of the Liquor Accord were held in 2013-2014 in conjunction with the Police and licensees.

04 Conduct regular meetings of the Crime Prevention Committee

Action 4.1 Completed 100%

Meetings of the Crime Prevention Committee to be conducted in accordance with the Terms of Reference.

Annual Comment

The Crime Prevention Committee met throughout the year providing a mechanism for Council, the Police, business and the community to consider local crime issues and initiatives.

Action 4.2 Completed 100%

Priority crime prevention strategies in relation to assault and harassment implemented.

Annual Comment

Council participates in the Lithgow Liquor Accord and Lithgow Crime Prevention Committee which seek to identify and respond to assault and harassment issues.

Night time patrols were undertaken in Queen Elizabeth Park.

Council has also upgraded the CCTV system in the Lithgow CBD and is undertaking a CBD revitalisation program which will incorporate crime prevention objectives.

05 Continue participation and support for the Domestic Violence Liaison Committee.

Action 5.1 Completed 100%

Regular attendance by the Community Development Officer at meetings and participation in its events.

Annual Comment

The Community Development Officer regularly attends the Domestic Violence Liaison Committee to facilitate a safe community.

06 Address violence against women in the community.

Action 6.1 Completed 100%

Conduct International Women's Day activities with the Domestic Violence Liaison Committee.

Annual Comment

Council provided financial assistance towards White Ribbon Day in November 2013.

07	Provide CCTV monitoring in the Lithgow Central Business District.
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Action 7.1	Completed	100%
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Maintain the CCTV System

Annual Comment

Major upgrade of CCTV network completed. Works include upgrade of encoders, server, management software, police PC and monitor and rolling program replacing existing cameras with digital.

Action 7.2	Completed	100%
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Install security cameras in the Lithgow CBD area.

Annual Comment

Cameras upgraded to digital at Grand Central Hotel and laneway between Woolworths and Main St. A new camera installed at Cook St Plaza looking towards pedestrian crossing. A rolling program of upgrading cameras to digital commenced.

Action 7.3	Completed	100%
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Upgrade the wireless system

Annual Comment

Major upgrade of CCTV network completed including upgrade of encoders and system hardware resulting in much improved network stability.

08	Participate in emergency services committees including the bushfire Advisory committee and Local Emergency Management committee in accordance with their terms of reference.
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Action 8.1	Completed	100%
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Attend meetings regularly.

Annual Comment

The Group Manager Operations or a representative of Council attended regular meetings of the Bush Fire Advisory Committee and the Local Emergency Management Committee.

09	Provide annual and discretionary contributions to the NSW Rural Fire Service and fulfil responsibilities under the Memorandum of Understanding.
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Action 9.1	Completed	100%
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Contributions made and all responsibilities of the Memorandum of Understanding fulfilled.

Annual Comment

Payments are made in accordance with the Memorandum of Understanding.

10	Impound abandoned articles from public places.
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Action 10.1	Completed	100%
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Number of articles impounded in accordance with the Impounding Act.

Annual Comment

Vehicles and articles are impounded when required to maintain a safe environment for the community

11	Crime Prevention through Environmental Design Principles for development control plans and design/upgrade of public spaces.
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Action: 11.1	Completed	100%
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Safety Audits undertaken using Crime Prevention through Environment Design Principles.

Annual Comment

Following a safety audit, new perimeter fencing and exterior lighting were installed at Eskbank House and Museum to improve security and visitor safety.

A Masterplan was developed for Blast Furnace Park to improve visitor safety and enjoyment of the site.

Crime Prevention through environment design principles are being incorporated into the Main Street Revitalisation program.

Action 11.2	Not Due To Start	0%
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CPTED principles incorporated in development control plans and design/upgrade of public spaces.

Annual Comment

Preparation of the comprehensive Development Control Plan did not commence during 2013-2014 due to continuing work on the new Local Environmental Plan required as part of the final approval stage. Work will commence in the first half of 2014-2015.

1.2.11 Volunteering

1.2.11.1 To celebrate and grow volunteering

01	Work with community and sporting organisations to develop a volunteer's network to promote and facilitate volunteering in the community.
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Action 1.1	Completed	100%
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Volunteer's network established.

Annual Comment

Lithgow Youth Council commenced work in the 4th Quarter on the promotion of volunteering opportunities for young people.

02	Implement a recognition program for volunteering in association with International Volunteers Day.
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Action 2.1	Completed	100%
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Recognition program established.

Annual Comment

A thankyou afternoon tea for all volunteers was hosted by Council at Eskbank House and Museum on 3 December 2013.

Lithgow Youth Council commenced work in the 4th Quarter on the promotion of volunteering opportunities for young people. Recognition of the volunteering efforts of young people including establishing an Australia Day Award for young volunteers.

03 Encourage younger people to volunteer.

Action 3.1 Completed 100%

Increase in number of younger people volunteering.

Annual Comment

Lithgow Youth Council commenced work in the 4th Quarter on the promotion of volunteering opportunities for young people. Recognition of the volunteering efforts of young people including establishing an Australia Day Award for young volunteers.

1.2.12 Youth

1.2.12.1 To improve the quality of life of the LGA's youth.

01 Continue to support Lithgow Youth Council to provide a voice for young people to Council.

Action 1.1 Completed 100%

Meetings of the Youth Council to be conducted in accordance with the Committee Terms of Reference.

Annual Comment

The Lithgow Youth Council is made up of 8 members aged from 14 to 20 and meets monthly in Council Chambers. Youth Council met 9 times during 2013/14 and worked on a range of youth issues within the LGA and assists with planning and implementing a range of activities and events in the area. During 2013-2014 the Youth Council undertook the following activities:

- Youth Week
- Implementing the PCYC Scholarship Program
- Assisted in the establishment of a Youth Space at Lithgow Library.
- Planning for future projects.

02 Engage with young people to plan activities and cultural programs to meet their needs.

Action 2.1 Completed 100%

Annual program of youth events developed.

Annual Comment

During 2013-2014 the Youth Council undertook the following activities:

- Youth Week
- Implementing the PCYC Scholarship Program
- Assisted in the establishment of a Youth Space at Lithgow Library.
- Planning for future projects.

Action 2.2 Completed 100%

Develop a program of activities for Youth Day.

Annual Comment

Youth Week 2014 was held on 12 April 2014 at the Lithgow Skate Park with approximately 100 youth in attendance. Activities included Newtons Nation BMX and Scooter demonstrations and coaching, a rock climbing wall and free BBQ. The Youth Council has commenced planning for Youth Week 2015.

03	Work with young people to develop appropriate recreational facilities that meet their needs.
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Action 3.1	Not progressing	0%
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Recommendations of young people in relation to recreational facilities considered in Strategic Asset Management Plan.

Annual Comment

The Community Development Officer works with young people to develop appropriate recreational facilities that meet their needs. During 2013-2014 Youth Council provided input into the development of a Youth Space at the Lithgow Library Learning Centre at a cost of \$8,000.

04	Advocate for appropriate services to meet the broad range of youth needs.
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Action 4.1	Completed	100%
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Regular attendance at Youth Services Network Meetings and participation in its events by the Community Development Officer

Annual Comment

The Community Development Officer is actively working to establish a Youth Services Network in Lithgow to advocate for appropriate services to meet the needs of young people, with possible formation in the 1st quarter of 2014-2015.

05	Continue to provide the homework centre at the Lithgow Library Learning Centre.
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Action 5.1	Completed	100%
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Homework Zone to operate 4 days per week during school term.

Annual Comment

The Homework Zone operated four afternoons per week during the 2013-2014 with a specialist tutor offering homework assistance to local school children. The service did not operate during one term while a replacement tutor was being recruited.

06	Sports/Cultural Scholarship developed for youth from low income/disadvantaged families.
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Action 6.1	Completed	100%
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- **Scholarship models investigated.**
- **Liaison with Sporting and Cultural organisations to ascertain need.**
- **Scholarship developed and adopted by Council.**

Annual Comment

The Lithgow Youth Council has worked with the local high schools and Lithgow PCYC to provide a scholarship program for disadvantaged youth. During the 4th quarter approval was given to five young people to commence the Scholarship program. In total the scholarship has been offered to sixteen young people at a cost of \$4,000. It will run for twelve months, commencing June 2014. Program participants will have free access to all activities offered at the PCYC.

2013/14 Recommended Variations to Program of Works – Caring for our Community

There are 6 variations to the Program of Works for Our Community as detailed in the Operational Plan adopted by Council on 27 May 2013 (Min. No. 13-165).

Project Name	Description of Works Program/Key Performance Indicator	Proposed Variation	Reason
Village Improvements Plans	Capertee Village Improvement Plan developed and adopted by Council.	Work in Progress	The Plan was completed in 4 th Quarter 2013/14 and will be forwarded to EMT for endorsement in 1 st Quarter 2014/15.
	Rydal Village Improvement Plan developed and adopted by Council.	Work in Progress	This project is scheduled for completion in 2 nd Quarter 2014/15
Youth Strategy	Youth Strategy developed and adopted by Council.	Work in Progress	This project is scheduled for completion in 2 nd Quarter 2014/15
Family Friendly Community Strategy	Family Friendly Community Strategy developed and adopted by Council.	Work in Progress	This project is scheduled for completion by 31 October 2014
Establish outdoor exhibitions at Blast Furnace Park	Program of exhibitions developed.	On hold	Council is awaiting upgrades to safety and interpretations at Blast Furnace Park before developing an outdoor exhibition program.
Advocate for appropriate services to meet youth needs	Regular attendance at Youth Services Network Meetings.	Work in progress	The Community Development Officer is working to establish a Youth Services Network in 2014-2015.

Strengthening Our Economy



Our Place ... Our Future

2 Strengthening Our Economy

2.1 Providing for sustainable and planned growth that supports a range of lifestyle choices and employment opportunities.

2.1.1 Planning for Economic Growth

2.1.1.1 To plan and manage growth in a sustainable manner with emphasis on creating a diversified economy underpinned by sound local environmental planning.

01 Review and monitor current plans and strategies

Action	Completed	100%
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1.1 Implement the Economic Development Strategy

Annual Comment

Key areas of delivery include advocacy for the Draft Local Environmental Plan, attraction of new investment, shop local campaigns, business development programs and town centre revitalisation.

Action 1.2	Completed	100%
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Implement the Business and Retail Strategy

Annual Comment

A Mother's Day Shop Local Campaign was delivered in partnership with over 60 businesses in Lithgow, Wallerawang, and Portland. Development of Lithgow CBD Revitalisation Action Plan to address car parking, destination appeal and redevelopment of key sites has commenced.

Action 1.3	Completed	100%
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Implement the Destination Management Plan/Tourism Strategy

Annual Comment

During 2013-14 a Tourism Signage audit has taken place and Town Entry signage has been identified as being in need of replacement. Draft concepts were commissioned both in-house and externally and will be finalised in the 2014-15 financial year.

Liaison with the Caravan and Motor Home Club of Australia has resulted in the application for accreditation of Lake Wallace and Kremer Park to be RV friendly. The installation of Dump points at Kremer Park and Lake Wallace has been completed in 2013-14 with special parking bays for RV's in both Towns. Portland's application for accreditation has been finalised with the Wallerawang application due to be submitted in the final days of 2013-14.

Action 1.4	Completed	100%
Implement the Cultural Precinct Study		

Annual Comment

There were 18 exhibitions, events and workshops held at Eskbank House during the year including:

- Dhaga Ngiyani Ngan.girra (Wiradjuri Art Exhibition)
- Waste2Art 2014
- Lithgowfoto2014 On the Prowl
- Bits and Bobs
- Winter Networking Events
- Treasures from Home - International Museums Day 2014
- 1in4 Creative Arts Exhibition
- Primary by Design Exhibition
- International Men's Day Exhibition
- Inspirational, Creative and Hectic Art Exhibition
- Volunteers Thankyou Afternoon Tea
- Lithgow Landscapes – Lithgow City Council Art Collection
- Boom or Bust: Lithgow in the 1920's
- Eskbank Ceramics Collection Exhibition
- 1920's Garden Party
- Devotion – Sir Joseph and Dame Mary Cook
- Lithgow Valley Colliery Company Exhibition.

Two major events, Lithglo and Halloween13 were held in the Cultural Precinct.

Action 1.5	Complete	100%
Implement the Land Use Study		

Annual Comment

The majority of actions arising from the Lithgow Land Use Study have been implemented through the development of the new Lithgow Local Environmental Plan 2014.

The remaining actions will be implemented as an ongoing program of strategic planning policy.

Action 1.6	Complete	100%
Implement the Wallerawang Industrial Park Feasibility Study		

Annual Comment

Land remains under the care, control and ownership of Energy Australia.

Action 1.7	Completed	100%
Implement the Cultural Plan		

Annual Comment

This year the Cultural Plan was progressed through an increase in exhibitions, workshops and events at:

- Eskbank House and Museum.
- Two major cultural festivals were established by Council (Lithglo and Halloween).
- The first public art exhibition was held in Gallery Lane and a Pop Up Gallery for creative industry practitioners was opened.
- The Lithgow Creative's Pop-Up Gallery was launched in association with local bookstore A Reader's Heaven.

In addition the Museums Advisor program continued to provide support for cultural enterprises, focusing on oral histories, combined museums events and assisting museums with advice on improving the quality of the museums exhibitions in the areas.

The Cultural Development Officer participated in the Lithgow Museums Network, Greater Lithgow Arts Council and Blue Mountains Association of Cultural Heritage Organisations.

Action 1.8 Implement the Open Space & Recreation Study	Completed	100%
Annual Comment During 2013-2014 the following activities were undertaken: <ul style="list-style-type: none"> • The Swimming Season opened in October and closed in March. • Works continued on the relocation of the sewer pumping station at South Bowenfels to allow public access to the Bowenfels Gun Emplacements. • All parks and gardens were maintained to an acceptable standard and within budget. • Public toilets were upgraded and electric barbeques replaced at Lake Wallace. • Ongoing tree planting and maintenance of highway median strips. • The final sculpture for the Lithgow History Avenue Project was installed at Blast Furnace Park. • Shade structures were installed at the Lithgow Aquatic Centre, over the Kremer Park swings and the play equipment at Lake Wallace Recreation Area. • Footpath construction was completed from Kirkley Street, Bowenfels to the Great Western Highway. • Playground equipment was installed at Hillcrest Estate. • Council received \$20,000 from Community Building Partnership funding to develop links between Blast Furnace Park and Eskbank House & Museum. • During 2013/14 accessible boardwalks were built at Hassans Walls Lookout and Pearson's lookout Capertee. • Work has also commenced on construction of an accessible walkway linking Blast Furnace Park and Lake Pillans Wetland 		
02 Finalise the new Comprehensive Local Environmental Plan.		
Action 2.1 Plan prepared, consulted upon, adopted and gazetted.	Progressing	95%
Annual Comment Council has completed its role in the finalisation of the new Local Environmental Plan. The Lithgow Local Environmental Plan 2014 progressed to the final stages of approval within NSW Planning and Environment.		
03 Continue to undertake investigation of the Marrangaroo Study areas including categorisation of streams; risk assessment of a gas pipeline; flooding extent of Marrangaroo Creek and Tributaries,		
Action 3.1 Completion of the Marrangaroo Study.	Not Due To Start	0%
Annual Comment Council by resolution has deferred this project indefinitely.		
04 Stormwater, water and sewerage infrastructure requirements.		
Action 4.1 Development of a site specific Development Control Plan	Not Due To Start	0%
Annual Comment Will be actioned when new greenfield growth areas are being planned and developed.		

05 Continue to develop new Development Control Plans in line with the new Local Environmental Plan.

Action 5.1 Plans prepared consulted upon and adopted.

Not Progressing

5%

Annual Comment

Preparation of the Comprehensive Development Control Plan rescheduled to the first half of 2014/2015.

Finalisation and implementation of the Development Control Plan will not occur until the new Local Environmental Plan 2014 is in force.

06 Develop a Public Arts Strategy

Action 6.1

Completed

100%

Cultural Precinct Public Art Strategy developed and adopted by Council in line with the Main Street Revitalisation Study.

Annual Comment

Public Art was incorporated into discussions on the Lithgow CBD Revitalisation Action Plan. The first public exhibition "Blind Alley" was held in Gallery Lane in partnership with Lithgow Tidy towns. A program of exhibitions for the lane was developed.

2.2 Exploring and discovering the richness in our society through the pursuit of educational, creative and cultural opportunities to diversity our economy, skills base and employment opportunities.

2.2.1 Arts and Culture

2.2.1.1 To promote, develop and utilise the creative talents of the Lithgow region.

01 Promote networks and resource sharing locally and regionally.

Action 1.1

Completed

100%

Support and respond to requests from local artists in response to Networking programs.

Annual Comment

The Cultural Development Officer distributed information on grant and networking opportunities to artists in the local government area via email and the Lithgow Creative's Website.

Monthly meetings of the Lithgow Art Council were attended and Council hosted the Arts OutWest Winter Networking Evening at Eskbank House and Museum.

02 Identify gaps for economic development and employment opportunities within the creative arts and heritage management sectors.

Action 2.1 Completed 100%

- Attend meetings of the Creative Cluster Network.
- Monitor and update Creative Cluster Network.

Annual Comment

The Lithgow Creative's webpage site is regularly updated. Members of the Lithgow creative webpage now have access to a "Pop Up" gallery space developed in partnership with A Readers Heaven located at the corner of Mort St and Eskbank St.

Action 2.2 Completed 100%

Work with local Creative Industry Practitioners to develop economic opportunities.

Annual Comment

Lithgow Creative's membership now have an opportunity to promote their works in a "Pop Up" gallery space in local bookstore, A Readers Heaven located at the corner of Eskbank St and Mort St.

03 Encourage a whole of community approach to supporting the growth of cultural industries.

Action 3.1 Completed 100%

Maintain and improve Lithgow Creative's website.

Annual Comment

During the year, creative practitioners profiles were added to the website and events and news are updated regularly.

A process for co-ordinating website and exhibitors on Lithgow Creative's Pop Up Gallery was developed.

Action 3.2 Completed 100%

Establish Mentoring program for Cultural Industries

Annual Comment

An Integrated program of business development training was open to all service and retail sectors in Lithgow including the creative industries

Action 3.3 Completed 100%

Host exhibitions at Eskbank House for cultural industries

Annual Comment

There were six exhibitions hosted at Eskbank House during the year that catered for cultural industry practitioners:

- The combined museums' exhibition "Boom and Bust: Lithgow in the 1920's"
- 1 in 5 Creative Arts
- International Men's Day
- Inspirational, Creative and Hectic Art
- Netwaste -Waste2Art 2014
- PCYC Lithgow Photography Group - Lithgowfot2014 On the Prowl.

04 Plan for future expansion of the Lithgow Cultural Precinct.

Action 4.1 Completed 100%

Investigate opportunities for the establishment of a shopfront gallery/s

Annual Comment

A Pop-up Gallery has been incorporated in partnership with A Readers Heaven shopfront located at the corner of Eskbank St and Mort St. Council officers are liaising with operator of a new gallery, K Gallery in Main St to promote both gallery spaces, events and launches.

Action 4.2 Completed 100%

Develop a program of outdoor events at Eskbank House and Blast Furnace Park.

Annual Comment

Five outdoor events were held at Eskbank House during the year. External lighting was installed to allow evening events to be held in the grounds.

Council is awaiting upgrades to safety and interpretation at Blast Furnace Park before embarking on an outdoor exhibition program.

The Safety and Interpretation Masterplan for Blast Furnace Park was completed in the fourth quarter.

2.2.2 Branding and Marketing

2.2.2.1 To establish an effective integrated branding and marketing identity to promote Council, Tourism, Economic Development and the LGA.

01 Develop and implement an integrated and effective marketing and branding strategy for the Council, tourism, Economic development and the Local Government Area.

Action 1.1 Completed 100%

Marketing collateral developed and distributed as per available resources.

Annual Comment

During 2013-2014 Lithgow Tourism completed the development of a new Tourism Brochure and a new Smartphone App which delivers marketing to anywhere in the world via a mobile device.

In conjunction with Bathurst and Oberon Councils a Villages booklet was produced and a number of discovery trail leaflets.

Lithgow Tourism continues to liaise with Bathurst Regional Council and Cartoscope on the production of a regional map that will focus on the Lithgow, Oberon and Bathurst Regions in particular and be funded through advertising of local operators.

Action 1.2 Completed 100%

Provide professional corporate and promotional and informational publications for the community Strategic Plan and associated documents.

Annual Comment

All promotional and informational publications developed as part of a branded document suite to provide a professional corporate image to Council and the community.

Action 1.3	Completed	100%
Develop Christmas displays and activities throughout the LGA		
Annual Comment		
Events in Main Street, Queen Elizabeth Park and Hoskins Church were held from 12-14 December 2013 for LithGlo.		
Christmas banners were installed on banner poles in Lithgow, Wallerawang and Portland.		
Planning for Lithglo 14 is underway in partnership with key stakeholders such as the Lithgow Business Association, individual Main St traders and Hoskins Church.		
Action 1.4	Completed	100%
Conduct the Mayors Appeal to provide residents in Local Nursing Homes with Christmas Gifts.		
Annual Comment		
Gifts were distributed by the Mayor to Nursing Home residents in December 2013.		
Action 1.5	Completed	100%
Welcome banners replaced annually as per resourcing and budget.		
Annual Comment		
Welcome banners are replaced as required.		

2.2.3 Business and Industry Development and Support

2.2.3.1 To expand Lithgow's economic base and encourage local employment opportunities through the promotion and facilitation of business and industry development and services.

01 Encourage the increase of business activities in the CBDs of Lithgow, Wallerawang and Portland.

Action 1.1	Completed	100%
Develop an Independent Retailer Development Program		
Annual Comment		
Mothers Day Shop local project was developed to assist traders in Lithgow, Portland and Wallerawang. A comprehensive program for 2014/15 has been identified for consideration as part of Council's budget processes.		
Action 1.2	Completed	100%
Work with Portland Development Association, Wallerawang Lidsdale Progress Association and Lithgow Business Association to promote the CBDs and joint marketing opportunities.		
Annual Comment		
Shop local Mothers Day promotion included business involvement from Lithgow, Wallerawang and Portland totalling 62 in all.		
The Revitalising Lithgow Town Centre Facebook page was been developed to support and promote local businesses and destination appeal of Lithgow.		

Action 1.3 Investigate opportunities for corporate sponsorship to support marketing and public domain projects.	Completed	100%
Annual Comment Ongoing liaison with major businesses and corporations across the local government area is being undertaken to seek corporate sponsorship of shop local and activation projects.		
Action 1.4 Develop and implement the 'Plugging the Leaks' and buy local program.	Completed	100%
Annual Comment Mothers Day Shop Local promotion delivered in partnership with over sixty businesses in Lithgow, Wallerawang, and Portland. Promotional materials included flyers, posters, radio advertising and special offer booklet.		
02 Ensure the provision of a range of business support services.		
Action 2.1 Provide opportunities for business through the leasing of council owned retail and office space.	Completed	100%
Annual Comment Liaison and assistance provided to potential tenants for leasing of Council owned property. Support was provided to the leasing of Council shop space at the corner of Eskbank and Mort St and its incorporation of a "Pop Up" gallery space for use by Lithgow Creative's.		
03 Promote sustainable production and consumption practices through a 'Made in Lithgow' promotion.		
Action 3.1 Create a register of local independent businesses and promote through social media applications.	Completed	100%
Annual Comment The Lithgow App was created to promote businesses in the local government area. The Revitalising Lithgow Town Centre Facebook page has been developed to promote events, happenings and community engagement as part of the development of the Lithgow CBD Revitalisation Action Plan.		
2.2.4 Leadership and Communication		
2.2.4.1 To provide leadership and communications that foster collaboration to maximise Lithgow economic potential		
01 Ensure sound communications across the community and with Council to assist with encouraging growth.		
Action 1.1 Regularly meet with and coordinate economic programs with the Economic Development Advisory Committee, Lithgow business Association and other stakeholders as required.	Completed	100%
Annual Comment Economic Development Advisory Committee held in accordance with Terms of Reference. The Economic Development Officer attended meetings of the Lithgow Business Association meetings when invited or as required to distribute information about relevant Council programs.		

The Group Manager Corporate & Community and the Corporate Strategy and Communications Officer attended a meeting of the Lithgow Business Association as part of the public consultation for the Draft 2014-2015 Operational Plan.

Action 1.2	Completed	100%
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Organise the Sister City Advisory Committee meetings in accordance with the terms of reference.

Annual Comment

Investigation into options for Sister City partnerships now forms part of the Terms of Reference for the Community Development Committee.

02 Encourage cooperation between business and industry sectors, and with the Council.

Action 2.1	Completed	100%
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Business forums and business development initiatives supported.

Annual Comment

Business development initiatives are regularly identified through the Economic Development Advisory Committee, liaison with developers and investors and through reporting provided to Council from organisations such as CENTROC and Regional Development Australia.

Council participated in the NSW Country Expo on August 2014 at Olympic Park Sydney to promote business and residential relocation opportunities.

03 Market and promote Lithgow as a place to do business, work, live and recreate.

Action 3.1	Completed	100%
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Develop promotional material to attract investors and residents and participate in relevant exhibitions.

Annual Comment

Promotional material was developed for display at the Country NSW Expo in August 2014 at Sydney Olympic Park.

Action 3.2	Not Due To Start	0%
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Business prospectus kept updated.

Annual Comment

Funding to be allocated in 2014/15 to update Lithgow Investment Prospectus.

Action 3.3	Completed	100%
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Continue to update the Creative/Cultural Industry Cluster section of the Economic Development Website.

Annual Comment

Updates are regularly posted on the Lithgow Creative webpage.

Action 3.4	Completed	100%
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Continue to update the Economic Development Website.

Annual Comment

The Economic Development webpage was maintained.

Action 3.5	Completed	100%
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Continue to update the new resident information on website.

Annual Comment

New resident information was maintained on the website.

04 Encourage expansion and attraction of businesses.

Action 4.1 Completed 100%

Conduct local business workshops.

Annual Comment

An Integrated program of business development training was open to all service and retail sectors in Lithgow including the creative industries.

Action 4.2 Completed 100%

Investor forums held.

Annual Comment

Council shared space at 2014 Country NSW Expo providing information to potential investors about the Lithgow local government area.

Action 4.3 Completed 100%

Appropriate conferences attended to encourage investment.

Annual Comment

Attended LGSLA Tourism Conference.

Action 4.4 Completed 100%

Regular assistance provided to potential investors.

Annual Comment

Meetings and advocacy with regards to investors undertaken as required.

2.2.5 Education and Training

2.2.5.1 To encourage and support learning opportunities in the LGA that aligns with our needs for skilled workers and retention of our people and families.

01 Lobby for increased range of educational and training providers to support post secondary school and lifelong learning opportunities.

Action 1.1 Completed 100%

Assist in the establishment of the University of Western Sydney College Campus in Lithgow.

Annual Comment

Liaison continued with the University of Western Sydney representatives to promote the university presence. This includes planned contribution to display materials at trade and lifestyle shows, promotional stories on Council's Revitalising Lithgow Town Centre Facebook page and the presence of UWS representatives on Council's Economic Development Advisory Committee.

02 Promote to attract occupations and industries where skills shortages have been identified.

Action 2.1 Completed 100%

Liaison with local businesses, developers and employment agencies to identify skills gaps.

Annual Comment

Ongoing liaison with employment agencies to promote local job opportunities, with the Lithgow Business Association and individual traders to identify programs of training.

Action 2.2	Completed	100%
Liaison with local and external training providers to help develop programs to address gaps.		

Annual Comment

Liaison with Lithgow Business Association to facilitate the delivery of high need training courses such as business planning and development, marketing, social media and financials.

Action 2.3	Completed	100%
Encourage the presence of additional education providers.		

Annual Comment

Continued liaison being undertaken with representatives from UWS to identify courses and attract students to the new facility.

03 Encourage international students to participate in local educational courses.

Action 3.1	Completed	100%
Work with universities to promote Lithgow to overseas students.		

Annual Comment

Continued to work with representatives of the University of Western Sydney to tailor courses offered to local, regional and potentially international student's needs and demands.

2.2.6 Local Environmental Planning and Development

2.2.6.1 To ensure the long-term sustainability of infrastructure and land that underpins and supports the growth of the Local Government Area.

01	Assess all applications including:	
	<ul style="list-style-type: none"> Development Applications Construction Certificates Complying development Certificates Section 68 Applications 	

Action 1.1	Progressing	80%
Finalise the full review and update the Automated Planning Certificate System and ensure it is ready to go live to coincide with gazettal of the Principal LEP.		

Annual Comment

Awaiting gazettal of the Draft Local Environmental Plan by the Department of Planning and Infrastructure.

Action 1.2	Completed	100%
Applications are processed within 21 working days of receipt calculated exclusive of the 'stop the clock' period.		

Annual Comment

KPI	Target	Achieved
Number of applications processed.	80% within 21 days of receipt.	83% within 21 days.

Action 1.3 Completed 100%
Development Inspections

Annual Comment

All Inspections have been undertaken as required upon request by applicants or in association with the application assessment process.

Action 1.4 Completed 100%
Process and issue Building and Planning Certificates in accordance with regulatory requirements.

Annual Comment

KPI	Target	Achieved
Number of Planning Certificates 149 (2) received.	Processed within 7 working days.	418
Median processing days for Building Certificates 149 (2)		3
Number of Planning Certificates 149 (5) received.	Processed within 7 working days.	358
Median processing days for Planning Certificates 149 (5)		3
Number of Building Certificates received.	Processed within 7 working days.	16
Median processing days for Building Certificates		5
Number of Subdivision Certificates received	Processed within 7 working days.	22
Median processing days for Subdivision Certificates		7

02 Implement conditions of development consent and enforce compliance.

Action 2.1 Completed 100%
Number of actions taken.

Annual Comment

All issues resolved through negotiation during the reporting year.

03 Investigate non compliance with the Environmental Planning and Assessment Act and Local Government Act.

Action 3.1 Completed 100%
Number of actions taken

Annual Comment

It was not necessary to take any action for non compliance during the reporting year.

04 To provide street and rural numbers to premises upon request and at subdivision stage.

Action 4.1 Completed 100%
Street and rural numbers issued upon request.

KPI	Target	Achieved
Number of rural numbers issued.	80% processed within 21 days.	85% processed within 21 days
Number of street numbers issued.	80% processed within 21 days.	85% processed within 21 days

Annual Comment

Street and Rural Numbers issued upon request in accordance within the performance target.

2.2.7 Tourism

2.2.7.1 To create a strong tourism industry that maximises benefits from visitors to the LGA.

01 Act upon the recommendations contained in the Tourism Strategy/Destination Management Plan

Action 1.1 Completed 100%
Ensure all tourism operators are working together to implement recommendations.

Annual Comment

Tourism Advisory Committee has been working with local operators to ensure all operators are working together. Workshops held to assist local operators with aspects of their business included social media and event management.

The liaison process with operators and potential advertisers has been a positive one that has achieved an aim of helping operators to work together for a greater cause and to instil the benefits of Lithgow Tourism in the minds of the community.

Action 1.2 Completed 100%
Seek opportunities to increase funding for tourism development with State Government

Annual Comment

No funding was available throughout the financial year 2013-2014.

Council continues to monitor funding authorities to ensure any applicable grants are applied for.

02 Identify and support the delivery of a diverse range of quality festivals and events.

Action 2.1	Completed	100%
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Implement the Festivals and Events Strategy.

Annual Comment

Support for local events included promotion in regional tourism magazines including Blue Mountains IMAG, Discover and, Discover Central West. Information was placed on the Council Facebook page and tourism websites including Visit NSW, ABC Big Diary, Arts out West & Lithgow Tourism.

During 2013-2014 number of events has seen an increase in visitation including Ironfest, Daffodils at Rydal and Glow Worm Tunnel Marathon.

Halloween and LithGlo are two major events coordinated by Council which are now included on the annual Calendar of Events. Both events were extremely successful in 2013.

A new Managing your event guide and Council event policy is in the final stages of being developed.

Action 2.2	Completed	100%
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Coordinate Events Management meetings with event organisers to ensure compliance.

Annual Comment

Council coordinated meetings with the Event Coordinators of major local events including the Lithgow Show Society and Ironfest.

During the 3rd Quarter assistance was provided to the Premiers Department for the hosting of the NSW Government Cabinet meeting at the Civic Ballroom. This included contacts for stage and lighting, catering and assistance to the Protections Operations unit of the NSW Police.

Development of a new Events Management Guide and a Council Policy are in draft format, due to be finalised in August 2014.

Action 2.3	Completed	100%
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Organise and stage the Lithgow Flash Gift to ensure a comparative increase from 2012/13 in:

- **Sponsorship levels**
- **Participation**
- **Visitation**
- **Competition Events**
- **Supporting Events/Activities.**

Annual Comment

The Lithgow Flash Gift was held during the second quarter on 30 November 2013. The event was a great success with increased sponsorship. Partnership packs have been distributed for the 2014 event in November.

Action 2.4 Identify and support local tourism events including: <ul style="list-style-type: none"> • Daffodils at Rydal • Rally of Lithgow • Hartley's Big Backyard • Celebrate Lithgow • Portland Spring Fair • KTM Sunny Corner trail Bikes • Ironfest 	Completed	100%
Annual Comment Support for events with media promotion through regional tourism magazines, Destination NSW and ABC Big Diary websites. Development of street posters for local events which are placed in shop windows and community noticeboards.		
Action 2.5 Coordinate Australia Day activities within the LGA to ensure a comparative increase in participation and activities from 2012/13.	Completed	100%
Annual Comment A series of successful Australia Day events took place in Lithgow, Wallerawang, Portland and Rydal including official Australia Day ceremonies involving the Mayor, local members of Parliament; John Cobb and Paul Tool and the Australia Day Ambassador Jose Calarco. A number of people also took the citizenship oath to become Australian Citizens. In the evening a music concert was held in Queen Elizabeth Park with over 300 people attending. Over 400 people attended the activities held at the Lithgow Swimming Pool which included a Circus Workshop with a professional circus performer, Tahmour Bloomfield providing tuition on circus skills including juggling, hula hoop, spinning plate, flower sticks, diabolo, poi and unicycle. The workshops were well attended with lots of children and some of their parents joining in having fun and gaining skills. For the younger children there was a friendship bracelets workshop using colors of the Australian and/or Aboriginal flag. The activity allowed children to create their own bracelet and they were able to take them home. The very popular giant water slide provided plenty of thrills for young and old.		
Action 2.6 Host public workshops for Tourism Operators	Completed	100%
Annual Comment Throughout the year Lithgow Tourism has offered expert tuition to operators in the field of Tourism and Events through workshops convened with professionals in their field. A series of four workshops including Business planning, Marketing 101, Digital Media, Digital Media Masterclass and two event management workshops were held throughout the year.		

Action 2.7	Completed	100%
Seek opportunities to increase funding for new and established events with State Government		
Annual Comment		
A number of events were contacted during 2013-2014 to advice of upcoming funding through Destination NSW and Department of Sport and Recreation. Advise has not been received as to whether the applications were submitted or funds received.		
A meeting was convened with Mountain Sports regarding Destination NSW Regional Flagship Event funding for the 2015 Glow Worm Tunnel Marathon.		
Action 2.8	Completed	100%
Investigate the feasibility of installing Electronic Signage on the Highway at the Visitor Information Centre to inform passing traffic of events.		
Annual Comment		
During 2013-14 a LED sign was purchased and installed on the exterior wall of the Visitor Information Centre to provide promotional messages to dates of events and information on attractions to traffic passing by.		
Action 2.9	Completed	100%
Install a Special Event Banner to display on the VIC wall facing the Highway to inform passing traffic of upcoming events		
Annual Comment		
The new LED sign promotes special events to passing motorists.		
Action 2.10	Completed	100%
Secure new events that fit with Lithgow's profile and demographics		
Annual Comment		
2013-2014 saw a number of events showing an increase in visitation. These events included Ironfest, the Red Ass Downhill Mountain Bike Championship and the Glow Worm Tunnel Marathon.		
A meeting was held with the event organiser for the satellite events to be held in Lithgow as part of the National Douglas Motorcycle Rally in November 2014.		
In 2013 the first Halloween Celebration along with LithGlo was launched. They are now annual events for the Lithgow area.		
Action 2.11	Completed	100%
Conduct Event Management Workshops for event organisers.		
Annual Comment		
Two Event Management Workshops were held during 2013-2014 and were well attended by a broad range of people.		
Action 2.12	Not Progressing	75%
Purchase of Special Event directional road signage to improve traffic flow to events at the showground		
Annual Comment		
Quotations have been received and further discussions will be held with the Operations Department to determine required signage.		

Action 2.13	Not Progressing	50%
Develop free Promotional material package to provide to local groups when they have visitors coming to the area for an event.		
Annual Comment		
Free promotional packs for kids were sourced in the first half of 2013-14 and additional promotional material for adults will be investigated at a future date when funding becomes available.		
Action 2.14	Completed	100%
Shade Shelter made available for use at community events.		
Annual Comment		
The Marquees were hired out 5 times during 2013-2014.		
03 Develop Aboriginal Experiences throughout the LGA		
Action 3.1	Completed	100%
Consultation with Mingaan		
Annual Comment		
Consultation continued with Mingaan through the year 2013-14 through their involvement with the Lithgow Tourism Advisory Committee.		
04 Operate the Visitor Information Centre.		
Action 4.1	Completed	100%
Purchase a large screen television to:		
<ul style="list-style-type: none"> Enhance customer experience. Enhance presentation for staff with scope to run PowerPoint presentations, display photo's, maps and advertising. 		
Annual Comment		
In the final quarter of 2013-2014 a large screen television was purchased to enhance the customer experience and for the dissemination of information in a visual manner.		
Action 4.2	In progress	50%
Purchase a coffee machine for the VIC for use by customers.		
Annual Comment		
Quotations were sourced however, it was decided to defer the purchase of the Coffee machine until 2014-2015 and the right type of Coffee machine can be sourced at the right price within a suitable budget.		
Action 4.3	Completed	100%
Refit the Customer Service Desk and modify the souvenir display area at the VIC to provide an improved 'first impression' of Lithgow to customers and keep the presentation of the VIC up to date.		
Annual Comment		
During 2013-14 the Lithgow Visitor Information Centre received new energy efficient lighting and a fresh coat of paint in the Visitors toilets.		

Action 4.1

Completed

100%

Provide quality visitor information services.

KPI	Target	Achieved
Visitors to the Visitor Information Centre 2012/13	Increased visitation in comparison to 2012/13	39,815
Visitors to the Visitor Information Centre.		42,388
Total value of accommodation bookings	100%	\$6,438.00
Commission on accommodation bookings.	100%	\$643.80
Total value of tour bookings	100%	\$171.93
Commission on tour bookings.	100%	\$87.10
Total value of Souvenir Sales.	100%	\$58,304.85
Total number of members.	Increased membership in comparison 2012/13	71
Total number of members 2012/13.		58

Annual Comment

Despite setbacks to visitation in October 2013 due to a major bush fire, visitation to the Lithgow local government area continued to increase in 2013-14.

Action 4.5

Progressing

25%

Develop a 4WD and Recreational Activity Guide to increase greater visitation of area's listed and address pressing need for more interpretive information on bush tracks from 4wd and trail bike riders.**Annual Comment**

Throughout the year 2013-14 the major project was the Lithgow Visitors Guide and Lithgow App. The 4WD guide has been delayed due to the previously mentioned projects. Staff are still in the process of compiling appropriate and comprehensive literature for the guide. This project will continue throughout 2014-2015

05 Continue to develop tourism opportunities within the LGA and with neighbouring areas.

Action 5.1

Completed

100%

Provide input into community tourism development initiatives e.g.: Capertee Valley, Hartley Valley and other groups/activities.**Annual Comment**

Regular discussions are held with Wallerawang, Portland, Capertee Valley and Rydal Progress Associations. Meetings with Bathurst Council were held on a monthly basis. A meeting between Blue Mountains, Lithgow and Hawkesbury were held quarterly during 2013-14

Action 5.2	Completed	100%
Promotion of the LGA through the development of combined marketing with Oberon and Bathurst.		
Annual Comment		
Lithgow Tourism has promoted the Lithgow LGA in conjunction with the Oberon and Bathurst LGA's through representation at Trade shows, and through the development of marketing and promotional material including:		
<ul style="list-style-type: none"> • Liaising with Cartoscope Mapping to develop a Cartoscope map of the Lithgow, Oberon and Bathurst Regions that will be free to the public and supported with local advertisements. The Map will be a further tourism collateral asset for the Lithgow and Bathurst regions. • Attending the NSW Caravan, Camping and 4WD super show at Rosehill Racecourse during April and May with Bathurst City Council. 		
Action 5.3	Completed	100%
Organise the Tourism Advisory Committee meetings in accordance with the terms of reference.		
Annual Comment		
8 meetings of the Tourism Advisory Committee were held in 2013-14 in accordance with the terms of reference.		
Action 5.4	Completed	100%
Participate in the activities of CENTROC's Screen Central		
Annual Comment		
During 2013-14 Lithgow Tourism received a healthy stream of inquiries for filming in the Lithgow LGA and a number of films were made during the year. In total there were twelve inquiries and six film permits were granted in the local government area.		
Action 5.5	Completed	100%
Celebrate the 2013 Bi-Centenary of the Blue Mountains Crossing.		
<ul style="list-style-type: none"> • Finalise participation in Bi-Centenary of the Blue Mountains Crossing meetings and planning of events. • Participate in subsequent regional Bi-Centenary events. 		
Annual Comment		
During 2013-14 the Blue Mountains Crossing event was finalised and Signage for Coxs Road was installed across the LGA.		
Council provided support and advice on projects planned by the community for the bicentenary of Evan's Survey and the building of Coxs Road to Bathurst and the subsequent bicentenary of Bathurst in 2015.		
The Cultural Development Officer attended RAHS Western Crossing Committee Meetings.		
Action 5.6	Completed	100%
Install commemorative signage on Cox's River Road.		
Annual Comment		
Interpretive and directional signage for the Coxs Road was installed across the LGA during the year.		

06 Strengthen Lithgow's brand identity.

Action 6.1 Completed 100%

Promotion and marketing of the LGA in a range of media and within budget

Annual Comment

KPI	Target	Achieved	Notes
Discover Central West	Number of advertisements	12	Monthly
Discover Blue Mountains	Number of advertisements	12	Monthly
Blue Mountains Tourist Newspaper	Number of advertisements	4	Seasonal
Lithgow Mercury	Number of press releases/advertisements	14	3 editions per weekly
Blue Mountains Imag	Number of advertisements	12	Monthly
Blue Mountains Gazette	Number of press releases/advertisements	6	Lithgow Flash Gift
Blue Mountains Wonderland Magazine	Number of advertisements	1	Advertised in the final edition. This magazine is no longer published.

During 2013-14, in addition to regular tourist publications, Lithgow Tourism advertised in Touring Australia Magazine, Caravanning Australia Magazine, Lithgow Mercury, Western Advocate, Australian Motorcyclist Magazine and Sydney Morning Herald.

Action 6.2 Completed 100%

- **Visitors Guide updated**
- **Lithgow App developed and implemented.**

Annual Comment

Throughout 2013-2014 Lithgow Tourism has worked to produce a highly acclaimed Tourism Brochure and a useful and well received Smartphone App to enable information on the Lithgow local government area to be accessed from all over the world.

Action 6.3 Completed 100%

Continue to develop DVD and Photographic Library

Annual Comment

Photographs continued to be sourced from photographers throughout the year. A video advertisement was produced and screened in Martin Place as the International Film Festival showcasing the Lithgow local government area.

07 Continue to establish tourism drives.

Action 7.1 Completed 100%

Implement collaborative partnership strategies across LGA's.

Annual Comment

Ongoing discussions continued with Tablelands Way participants during 2013-14. Co-ordination meetings are still in the scheduled stage.

08 Operate Eskbank House Museum

Action 8.1 Completed 100%

An increase in visitation from 2012/13.

Annual Comment

1861 people visited Eskbank House and Museum during 2013-2014. The major bushfire in October 2013 impacted on visitation to Museum during the 2nd quarter.

09 Conduct exhibitions, public programs and displays

Action 9.1 Completed 100%

Events and activities developed to promote Eskbank House Museum and its collections.

Annual Comment

A regular program of exhibitions in the Foyer to showcase objects from the store room was developed at Eskbank House with four exhibitions held.

Two exhibitions were hosted in the Courtyard Gallery which featured objects from the Eskbank House Collections.

Action 9.2 Completed 100%

Exhibitions/displays (including travelling exhibitions from major institutions).

Annual Comment

There were 13 exhibitions held at Eskbank House during the year including one travelling exhibition from the Western Plains Cultural Centre and a combined Lithgow Museums Network exhibition.

10 Undertake Capital Improvements to Eskbank House Museum from the Eskbank House Trust Reserves.

Action 10.1 Completed 100%

Program of capital improvements based on the Conservation Management Plan and Landscape Strategy progressively implemented.

Annual Comment

A post and rail fence was erected around the perimeter of Eskbank House. External lighting was completed to enhance the outdoor areas for night events and to improve safety and security. A Development Application was approved for restoration to the rear of the main house and roofing and guttering. The garden at the rear of the house has been removed in preparation to improvements to the rear of the house and gardens to allow for better event management.

Text and images for interpretive signage for the inside and outside of the house were completed.

11 Upgrade display and exhibition equipment at Eskbank House Museum

Action 11.1 Completed 100%

Collection cataloguing and interpretation undertaken. Display and exhibition equipment upgraded.

Annual Comment

A cataloguing system was established and cataloguing of the collection commenced. While curating the Bits and Bobs exhibition, the team labelled and researched each object for easy cataloguing in the future. Newly donated objects were catalogued.

Text and images for interior and exterior interpretive signage were developed.

12 Develop marketing for Eskbank House Museum

Action 12.1 Completed 100%

- **A program of public programs and events held.**
- **Eskbank House Museum promoted in accordance with Council's Branding and Marketing Strategy**

Annual Comment

During the year, 13 exhibitions, 4 public events and 4 workshops were held at Eskbank House including hosting a Winter Networking Night in conjunction with Arts Out West. It is planned to make this a regular event.

Eskbank House was promoted through inclusion in the Lithgow Museums Network Brochure and the new Lithgow Tourism Guide. Eskbank House also participated in promotional stalls at two different events. Events, exhibitions and workshops were promoted through branded posters, Eskbank's website and Council's social media.

The Cultural Development Officer made a presentation of Eskbank House at the Local Government Arts and Cultural Summit 2014 and Eskbank House was a finalist at the associated awards.

Eskbank House & Museum is included in the new Visitors Guide and on the Lithgow App.

2013/14 Recommended Variations to Program of Works – Strengthening Our Economy

There are 10 variations to the Program of Works for Our Community as detailed in the Operational Plan adopted by Council on 27 May 2013 (Min. No. 13-165).

Project Name	Description of Works Program/Key Performance Indicator	Proposed Variation	Reason
Finalise the new Comprehensive Environmental Plan.	Plan prepared, consulted upon, adopted and gazetted.	New timeline for completion 2 nd Quarter of 2014/15	Final approval and gazettal process is external to Council
Continue to investigate the Marrangaroo Study areas including categorisation of stream; risk assessment of a gas pipeline; flooding extend of Marrangaroo Creek and Tributaries.	Completion of the Marrangaroo Study.	Deferred indefinitely	Deferred by Council Min No 14-184
Stormwater, water and sewerage infrastructure requirements.	Development of a site specific development Control Plan	New timeline for completion in the 3 rd Quarter of 2014/15	Extended final approval and adoption process associated with the new Principal Local Environmental Plan.

Project Name	Description of Works Program/Key Performance Indicator	Proposed Variation	Reason
Continue to develop new Development control Plans in line with the new Local Environment Plan.	Plans prepared consulted upon and adopted.	Work in progress	Preparation of the new Comprehensive Development Control Plan will continue in 2014-2015.
Market and promote Lithgow as a place to do business, work, live and recreate.	Business prospectus kept updated.	Deferred	To be updated in 2014-2015.
Assess all applications including: <ul style="list-style-type: none"> Development Applications Construction Certificates Complying Development Certificates Section 68 Applications. 	Finalise the full review and update the Automated Planning Certificate System and ensure it is ready to go live to coincide with gazettal of the Principal Local Environmental Plan.	Work in progress	Awaiting gazettal of the new Draft Local Environmental Plan.
Identify and support the delivery of a diverse range of quality festivals and events.	Purchase of Special Event directional road signage to improve traffic flow to events at the showground.	Work in progress	To be completed in 2014-2015.
	Develop a free promotional material package to provide to local groups when they have visitors coming to the area for an event.	Deferred	Pending funding.
Operate the Visitor Information Centre.	Purchase a coffee machine for the VIC for use by Customers.	Deferred	To be purchased in 2014-2015.
	Develop a 4WD and recreational Activity Guide to increase greater visitation of area's listed and address pressing need for more interpretive information on bush tracks for 4WD and trail bike riders.	Work in progress	Currently compiling appropriate literature for the guide. To be completed in 2014-2015.

Developing Our Built Environment



Our Place ... Our Future

3 Developing Our Built Environment

3.1 Planning for suitable infrastructure development to promote sustainable and planned growth, while enhancing the existing identity of the towns, villages and rural areas of the LGA.

3.1.1 Planning for Our Built Environment

3.1.1.1 To provide infrastructure to ensure the sustainable growth and development of the area including the provision of quality recreational and community facilities.

01 Review and monitor current plans and strategies

Action 1.1 Completed 100%

Implement the Open Space and Recreation Needs Study.

Annual Comment

During 2013-2014 the following activities were undertaken:

- The Swimming Season opened in October and closed in March.
- Works continued on the relocation of the sewer pumping station at South Bowenfels to allow public access to the Bowenfels Gun Emplacements.
- All parks and gardens were maintained to an acceptable standard and within budget.
- Public toilets were upgraded and electric barbeques replaced at Lake Wallace.
- Ongoing tree planting and maintenance of highway median strips.
- The final sculpture for the Lithgow History Avenue Project was installed at Blast Furnace Park.
- Shade structures were installed at the Lithgow Aquatic Centre, over the Kremer Park swings and the play equipment at Lake Wallace Recreation Area.
- Footpath construction was completed from Kirkley Street, Bowenfels to the Great Western Highway.
- Playground equipment was installed at Hillcrest Estate.
- Council received \$20,000 from Community Building Partnership funding to develop links between Blast Furnace Park and Eskbank House & Museum.
- During 2013/14 accessible boardwalks were built at Hassans Walls Lookout and Pearson's lookout Capertee.
- Work has also commenced on construction of an accessible walkway linking Blast Furnace Park and Lake Pillans Wetland

Action: 1.2 Not Progressing 25%

Implement the Heritage Development Control Plan

Annual Comment

This action could not be achieved in this year due to the delays in the finalisation of the new Local Environmental Plan. The Lithgow Development Control including the heritage component will now be undertaken in the first half of 2014-2015.

Action 1.3 Progressing 50%

Implement the Integrated Water Cycle Management Plan.

Annual Comment

Strategy being developed.

Action 1.4	Completed	100%
Implement the Water Demand Management Plan.		
Annual Comment		
The Water Loss Program commenced and contractors were consulted regarding monitoring of water usage from zones.		
Action 1.5	Progressing	90%
Implement the Strategic Water and Sewerage Business Plans.		
Annual Comment		
Draft plans have been completed by the Department of Public Works.		
Action 1.6	Completed	100%
Implement the Portland Sewerage Treatment Plant Feasibility Study		
Annual Comment		
Council has received \$10m funding from the Resources for Regions Program for the upgrade of the Portland Sewerage Treatment Plant. The Department of Public Works have been appointed to proceed with the concept design.		
Action 1.7	Completed	100%
Implement the Eskbank House Museum Conservation Management Plan		
Annual Comment		
During 2014-2015 Council undertook the following works to implement the Eskbank House Museum Conservation Management Plan:		
<ul style="list-style-type: none"> • A post and rail fence was erected around the perimeter of the property. • External lighting was installed to enhance the outdoor areas for night events and to improve safety and security. Prior to installation an archaeological assessment was carried out on the digging for the lighting/ electrical. The archaeologist engaged will be completing an Archaeology Management Plan to supplement the Conservation Management Plan. • A Development Application was approved for restoration to the rear of the main house and roofing and guttering. • Text and images for interpretive signage for the inside and outside of the house were completed. 		
Action 1.8	Completed	100%
Implement the Disability Action Plan		
Annual Comment		
Council's Disability Access Committee met regularly during 2013/14 and worked on development of the Draft Disability Access Plan which was adopted by Council for public exhibition during fourth quarter. The Plan will be reported to Council for final adoption in the 1st Quarter 2014/15.		
During 2013/14 accessible boardwalks were built at Hassans Walls Lookout and Pearson's lookout Capertee. Work has also commenced on construction of an accessible walkway linking Blast Furnace Park and Lake Pillans Wetland.		

Action 1.9	Completed	100%
Implement the Strategic Asset Management Plan		
Annual Comment		
Draft Asset Management Plans for Bridges, Footpath, Kerb and Gutter and Roads progressing, and will be incorporated in the review of the Strategic Asset Management Plan.		
Council's existing asset information is being verified and entered in Council's Asset Management System for use in reviewing and monitoring current plans and strategies, and implementing the Strategic Asset Management Plan.		
Action 1.10	Completed	100%
Implement the 10 Year Strategic Building Plan.		
Annual Comment		
The following activities were undertaken during 2013-2014:		
<ul style="list-style-type: none"> • Council was advised that it was successful and received \$20,000 from the Community Building Partnerships fund to upgrade the toilet facilities in Clarence Pirie Park. However it was unsuccessful in its application to Country Passenger Transport Infrastructure Grant for their 2014/15 round of grant offers for this amenity. • A lighting upgrade and new carpet in the Council Chambers was completed. • The change rooms, toilets and facilities for performers were upgraded at the Union Theatre. • The Lithgow Men's Shed completed refurbishment of the Old Kiosk and Amenities block at the Lithgow Memorial Pool. This facility will continue to be used by the group as their meeting place. • Fencing was completed and the new office and staff amenities were constructed at the Lithgow Pound. • Consultation was undertaken and a report prepared for Council on the preferred location and type of facility for the new toilet in the Lithgow CBD. 		
Action 1.11	Completed	100%
Implement the 5 Year Building Maintenance Plan		
Annual Comment		
The following activities were undertaken during 2013-2014:		
<ul style="list-style-type: none"> • The carpet in the Centrelink building was replaced. • Additional fire extinguishers were provided in the Council Administration Centre. • The Lithgow Men's Shed Group completed the upgrade to the Old Kiosk and Amenities Block at the Lithgow Aquatic Centre. • Construction of the office and staff amenities at the Lithgow Dog Pound was completed. • Proposed sites were considered for the construction of the CBD toilet block consultation with the CBD Revitalisation Committee. • The installation of stainless steel toilet bowls in the Lake Wallace Toilets was completed. • Quotations and design options were sought for the upgrade of toilet facilities in Clarence Pirie Park, Capertee. • Consultants were engaged to develop the CBD Masterplan. 		

Action 1.12	Completed	100%
Implement the 10 year Roads Infrastructure Plan		
Annual Comment		
During 2013-2014 the following activities were undertaken:		
<ul style="list-style-type: none"> • Work continued on piping the open drain in Maple Crescent, Lithgow • Drainage works were completed in Falnash Street, Portland. • Grading and maintenance was undertaken to rural roads in Hartley, Sodwalls, Tarana, Glen Davis, Glen Alice, Capertee, Palmers Oakey and Ben Bullen. • Works were completed under the Roads to Recovery Program on Curly Dick Road. • Sealing was undertaken to laneways in Portland. 		
02 Identify and develop new plans and strategies in line with the community's needs		
Action 2.1	Not Due To Start	0%
Housing Strategy		
Annual Comment		
Housing Strategy project deferred to future years due to extended Principal Local Environmental Plan process.		
Action 2.10	Not Progressing	0%
Complete the Hassans Walls Management Plan.		
Annual Comment		
Project has not yet commenced due to priority being given to the finalisation of the new Local Environmental Plan and is now scheduled for commencement in the second half of 2014/2015.		
Action 2.2	Progressing	60%
Prepare a Master Plan for the development of the Lithgow CBD.		
Annual Comment		
Preliminary draft report has been prepared and community engagement commenced using a number of channels including online survey, intercept survey and Revitalising Lithgow Facebook Page.		
Action 2.3	Not Due To Start	0%
Prepare and consult upon a Master Plan of major open space recreational precinct in and around Tony Luchetti Sportsground including:		
<ul style="list-style-type: none"> • Farmers Creek • Aquatic Centre • Watsford, Conran, Glanmire and Marjorie Ovals • Basketball Stadium • Skatepark • Cultural facilities • Plan used to inform Council's relevant strategic planning process in particular the review 		
Annual Comment		
Project deferred to future years due to the extended Principal LEP process.		

Action 2.4	Not Progressing	0%
<p>Continue to prepare Site specific Community/Crown Lands Plans of Management in accordance with all relevant legislation, result of community and stakeholder engagement and sustainability principles for: "Community" classified lands.</p> <ul style="list-style-type: none"> • "Operational" classified lands. • Crown Lands and other recreational facilities (e.g. Lake Wallace). 		
Annual Comment		
Preparation of Hassans Walls Management Plan stalled due to extended Principal Local Environmental Plan process and is now scheduled to commence second half of 2014/2015.		
Action 2.5	Progressing	75%
<p>Prepare a Floodplain Risk Management Plan to accord with the 2005 Floodplain Development Manual.</p>		
Annual Comment		
Flood Study investigation and Hydraulic Modelling is still progressing. Results are expected to be produced to Council during September/October 2014.		
Action 2.7	Completed	100%
<p>Cullen Bullen Sewerage Study</p>		
Annual Comment		
Editing and final amendments of the study were made with the consultant. Councillors and the Cullen Bullen community were briefed on the study.		
Action 2.8	Not Due to Start	0%
<p>Adventure Play Park Feasibility Study prepared and consulted upon in line with the Master Plan of the major open space recreation precinct in and around Tony Luchetti Sportsground.</p>		
Annual Comment		
To be undertaken upon completion of the Master Plan for the major open space recreation precinct in and around the Tony Luchetti Sportsground.		
Action 2.8	Not Due to Start	0%
<p>Development Servicing Plans complete and adopted by Council.</p>		
Annual Comment		
Council is awaiting approval of new guidelines for Development Servicing Plans.		
Action 2.9	Completed	100%
<p>Prepare a Disability Action Plan</p>		
Annual Comment		
<p>Council's Disability Access Committee met regularly during 2013/14 and worked on development of the Draft Disability Access Plan which was adopted by Council for public exhibition during fourth quarter. The Plan will be reported to Council for final adoption in the 1st Quarter 2014/15.</p> <p>During 2013/14 accessible boardwalks were built at Hassans Walls Lookout and Pearson's lookout Capertee. Work has also commenced on construction of an accessible walkway linking Blast Furnace Park and Lake Pillans</p>		

3.2 Ensuring sustainable and planned growth through the provision of effective public and private transport options and suitable entertainment and recreational facilities to enhance the lifestyle choices of the community.

3.2.01 Cemeteries

3.2.1.1 To provide a respectful cemetery service

01 Maintain and operate cemeteries at:

- Capertee
- Cullen Bullen
- Dark Corner
- Glen Alice
- Hartley
- Lithgow (3 Cemeteries)
- Lowther
- Meadow Flat
- Palmers Oakey
- Portland
- Rydal
- Wallerawang

Action 1.1 Completed 100%

Monitor and report on number of complaints received.

Annual Comment

During 2013-2014, one complaint was received regarding employees commencing back fill of graves prior to mourners leaving the graveside.

Action 1.2 Completed 100%

Ensure cemetery grounds are maintained.

Annual Comment

Cemeteries were maintained and operated within budget.

02 Implement 10-year Cemetery Improvements Program.

Action 2.1 Completed 100%

Replace fencing at Rydal Cemetery

Action 2.2	Not Due To Start	0%
Undertake fencing and drainage works at Portland Cemetery.		

Annual Comment

Deferred until resolution of tree removal.

3.2.02 Community Cultural Facilities

3.2.2.1 To develop cultural and recreational infrastructure that will meet the needs of the community now and into the future.

01	Enhancement of Civic Spaces and Public Places within the Lithgow LGA through the development and promotion of public art and amenity.
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Action 1.1	Completed	100%
Identify opportunities for integrating the UWS College Campus into the Cultural Precinct.		

Annual Comment

During the year the Hoskins Portrait was restored and presented to UWS to be hung in the foyer of their new campus in the Hoskins Institute.

The Cultural Development Officer provided advice and assistance on art works to be hung in the UWS temporary office in Main Street.

Action 1.2	Completed	100%
History Avenue Project completed.		

Annual Comment

During the year the Lithgow History Avenue was completed and officially opened. A website with information, images and history on the sculptures in the form of a time line was completed.

The Eskbank House Sculpture was moved from behind the fence to in front of it to join the rest of the sculptures along Lithgow History Avenue.

3.2.03 Community Commercial/Industrial Buildings

3.2.3.1 Maintain community commercial and industrial buildings and structures to meet the needs of the community and service Council operations.

01	Clean community buildings and structures.
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Action 1.1	Completed	100%
Buildings and structures are cleaned to an acceptable standard and within budget.		

Annual Comment

All council buildings have been routinely cleaned to an acceptable standard and within budget.

02	Maintain and upgrade community buildings and structures to meet the needs of the community and ensure commercial viability.
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Action 2.1	Progressing	80%
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General asset building maintenance

Annual Comment

The installation of stainless steel toilet bowls in the toilets at Lake Wallace was completed. Design and quotations have been received for the new toilets to be constructed at Clarence Pirie Park, Capertee. This will be completed in 2014-2015.

Action 2.2	Progressing	30%
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Construct toilet facilities in the Lithgow CBD as part of the Main Street Revitalisation Program.

Annual Comment

The project has progressed to tender stage. Will be completed in 2014/15.

Action 2.3	Completed	100%
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- Apply for funding to upgrade toilet facilities at Clarence Pirie Park, Capertee.
- Implement and acquit grant if successful.

Annual Comment

Grant application submitted to the Country Passenger Transport Infrastructure Grants Unit, which was unsuccessful for the 2013/2014 financial year.

Action 2.4	Completed	100%
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Upgrade the Council Administration Centre including:

- Lighting
- Council Chambers Carpet.

Annual Comment

The project was completed during the reporting year.

Action 2.5	Completed	100%
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Upgrade the Hartley Building including:

- Replacement of defective roofing.

Annual Comment

The project was completed during the reporting year.

Action 2.6 Union theatre	Completed	100%
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- Continue improvements to change rooms and toilet facilities for performers

Annual Comment

The project was completed during the reporting year.

Action 2.7 Completed 100%

Implement the Special Rate Variation – Four year works program 2013/14 – 2016/17

Annual Comment

KPI	Target	Achieved
Re-fit the interior and security at Lake Wallace Toilets.	30 June 2014	Completed
General Asset Maintenance Program.	30 June 2014	Completed
Work with the Lithgow Men's Shed Group to refurbish the old amenities block at Lithgow Swimming Pool	30 June 2014	Completed

Action 2.8 Progressing 95%

Upgrade the Lithgow Dog Pound

Annual Comment

KPI	Target	Achieved	Notes
Completion of overall fencing project.	30 June 2014	Completed	
Office and staff amenities.	30 June 2014		The installation of an access ramp to the staff office and amenities will be completed in 2014-2015.

Action 2.9 Completed 100%

Upgrade the Council Administration Centre:

- Install fire hose reel.

Annual Comment

The installation of fire hose reels on the three levels has been completed.

Action 2.10 Completed 100%

Replacement of Carpet in the Centrelink Building

Annual Comment

The project was completed during the reporting year.

Action 2.11 Completed 100%

Replace carpet in the Visitors Centre

Annual Comment

The project for lighting improvements to the Visitor Information Centre was completed during the reporting year. Carpet replacement was not required.

03 Ensure Depots are secure and maintained.

Action 3.1

Completed

100%

Provide depot buildings for the housing of stores, plant and workshop.**Annual Comment**

Depots were maintained and secure.

04 Manage those community halls and theatres with advisory/management committees in conjunction with the community.

Action 4.1

Completed

100%

Hold meetings of hall and theatre advisory/management committees in accordance with the Terms of Reference**Annual Comment**

KPI	Target	Achieved
Crystal Theatre	4 meetings per annum	4
Union Theatre	4 meetings per annum	4
Meadow Flat Hall	4 meetings per annum	4

Regular meetings have been held as per the Terms of Reference. The Civic Ballroom Management Committee has not been established.

Action 4.2

Completed

100%

Operate the Community Halls**Annual Comment**

KPI	Target	Achieved	Notes
Number of bookings for the Wallerawang Memorial Hall.	100% of bookings received and receipted.	100%	13 bookings received and receipted.
Number of bookings for the Civic Ballroom	100% of bookings received and receipted.	100%	34 bookings received and receipted.
Number of bookings for the Union Theatre.	100% of bookings received and receipted.	100%	6 Bookings received and receipted. During the 1 st and 2 nd quarters no bookings were taken as the Union Theatre was closed due to renovations.

3.2.04 Cycleways and Walkways

3.2.4.1 To establish a system of cycleways and pedestrian paths to provide links between major cultural and recreational facilities and town centres.

01 Undertake footpath construction as per 10 year program.

Action 1.1	Progressing	50%
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Stages 2 and 3 Farmers Creek

Annual Comment

Completion of preliminary design and construction planning works now completed. Contract awarded to Peters Earthmoving Pty Ltd. Works to commence July/August 2014.

Action 1.2	Completed	100%
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Footpath construction Kirkley Street Bowenfels to Great Western Highway

Annual Comment

Footpath project from Great Western Highway to Bowen Vista Estate fully completed.

Funding fully spent from the footpath capital works program and has provided an extension of new footpath to facilitate pedestrian movement.

Action 1.3	Not Due To Start	0%
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Construct a footpath from Geordie Street to Highway linking VIC to McDonalds

Annual Comment

Project to commence 1st Quarter of 2014/2015 financial year.

02 Undertake CBD Enhancement Program of Lithgow CBD

Action 2.1	Progressing	25%
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Implement with a staged replacement of pavers and environmental enhancements (incl. street furnishings and plantings) following completion of the CBD Masterplan

Annual Comment

A concept design is currently being developed by Council's architect.

3.2.05 Environmental Health

3.2.5.1 To provide an Environmental Health Inspection Program

01 Conduct inspections of food premises and provide ongoing education.

Action 1.1 Completed 100%

126 inspections per year including a minimum of 1 inspection of each high risk premises per year.

Annual Comment

KPI	Target	Achieved	Notes
1 High Risk Food Premises per annum.	100%	114	Premises inspected.
Minimum of 126 Food premises inspections per year.	100%	198	Premises inspected.

Inspections have been conducted on food premises within the Lithgow Local Government Area in accordance with the Food Regulation Partnership with the NSW Food Authority.

02 Conduct inspections of skin penetration premises and provide ongoing educational material.

Action 2.1 Completed 100%

All premises inspected once per year.

Annual Comment

KPI	Target	Achieved	Notes
1 inspection per Skin Penetration Premises per annum.	100%	14	3 premises ceased to trade during the reporting period.

Skin penetration premises are inspected as required by the Public Health Act 2012

03 Conduct commercial swimming pool and spas inspections and provide ongoing education.

KPI	Target	Achieved	Notes
1 inspection of each pool/spa per annum	100%	10	Premises inspected.

04 Conduct inspections of cooling towers and associated systems and respond to complaints.

Action 4.1 Completed 100%

- 1 inspection per year.
- All complaints investigated and actions resolved or determined within 24 hours of receipt.

Annual Comment

KPI	Target	Achieved	Notes
1 inspection per cooling tower and associated systems annually.	100%	29	5 sites - 29 cooling towers inspected.
Complaints investigated, actions resolved or determined within 24 hours.	Number of complaints investigated.	0	no complaints registered

05 Maintain a register of water cooling and warm water systems.

Action 5.1 Completed 100%

Compliance with Public Health (Microbial Control) Regulation at all times.

Annual Comment

8 locations inspected. The register was maintained.

06 Undertake inspections of Caravan Parks.

Action 6.1 Completed 100%

2 Inspections per year.

Annual Comment

2 inspections were undertaken during the 2013-2014 year.

3.2.06 Heritage

3.2.6.1 To identify, preserve, improve and promote the LGA's indigenous built and natural heritage

01 Provide heritage advice to residents on development matters.

Action 1.1 Completed 100%

Number of residents utilising the service

Annual Comment

The free heritage advisory service continued to be provided to local residents with 36 residents utilising the service during 2013-2014. Council also utilised the service for a number of projects.

02 Continue the Heritage Fund Program

Action 2.1 Completed 100%

Number of projects funded.

Annual Comment

The Local Heritage Fund has been discontinued by the Heritage Office.

03 Establish community education programs to assist in understanding built heritage issues.

Action 3.1 Not Progressing 0%
Implement the Local Heritage Committee.

Annual Comment

Council is currently awaiting finalisation of the Local Heritage Schedule in the new Lithgow Local Environmental Plan 2014. This matter has been rescheduled for 2014/2015.

04 Assist with appropriate development of heritage items.

Action 4.1 Completed 100%
• **Finalise and implement the heritage provisions of the new Principal LEP**
• **Continue to fill missing data gaps identified in the Heritage Audit Gap Analysis**

Annual Comment

Heritage Schedule to be included in the new Local Environmental Plan 2014 finalised during the quarter. Work is continuing to fill the data gaps for remaining items to be undertaken as an ongoing program of review.

Action 4.2 Not Due To Start 0%
Finalise and implement the heritage provisions of the new comprehensive Development Control Plan

Annual Comment

Finalisation and implementation of the Development Control Plan will not occur until the new Local Environmental Plan 2014 is in force and has been rescheduled for the first half of 2014/2015.

05 Upgrade and maintain the Bowenfels Gun Emplacements.

Action 5.1 Progressing 95%
Restore the Bowenfels Gun Emplacements and create public access to the site.

Annual Comment

The Bowenfels Gun Emplacements have state significance as the only known inland heavy anti aircraft gun stations of their type in NSW. The emplacements were introduced as an important part of the network of defence sites established at Lithgow during the latter half of World War II to protect the Small Arms Factory and State Mine.

During the year, Council undertook a restoration project in partnership with Lithgow State Mine Railway Limited, Lithgow Railway Workshop and Verto Employment Agency. The restoration involved removal of rust, repainting and minor repairs. Graffiti was removed from the gun emplacements and weed removal and drainage works undertaken. Public access will be restored in the first quarter 2014/15 once rehabilitation of the access way is complete.

Interpretative signage has been developed for installation in the first quarter 2014/15 once rehabilitation of access to the site is completed.

Action 5.2	Completed	100%
Install interpretive signage.		
Annual Comment		
<p>The Bowenfels Gun Emplacements have state significance as the only known inland heavy anti aircraft gun stations of their type in NSW. The emplacements were introduced as an important part of the network of defence sites established at Lithgow during the latter half of World War II to protect the Small Arms Factory and State Mine.</p> <p>During the year, Council undertook a restoration project in partnership with Lithgow State Mine Railway Limited, Lithgow Railway Workshop and Verto Employment Agency. The restoration involved removal of rust, repainting and minor repairs.</p> <p>Interpretative signage has been developed for installation in the first quarter 2014-2015 once rehabilitation of access to the site is completed.</p>		

3.2.07 Housing and Development

3.2.7.1 To provide a range of housing opportunities to meet the diverse needs of the community.

01 Provide for higher density development around the transport and central business nodes.

Action 1.1	Progressing	90%
Implement the range of land use zones and provisions in principal LEP to differentiate areas of high density and mixed use.		

Annual Comment

The new Lithgow Local Environmental Plan 2014 is in the final stages of approval within NSW Planning and Environment. This action will be completed upon the making of the new Lithgow Local Environmental Plan 2014.

02 Identify sites for potential seniors living with easy access to services and facilities.

Action 2.1	Not Due To Start	0%
Liaise with aged care service providers to facilitate site selection.		

Annual Comment

Liaison as part of the development of the Comprehensive Development Control Plan will occur once new LEP is finalised.

03 Ensure effective integration of new developments which do not adversely impact upon existing and/new residential/living environments.

Action 3.1	Not Due To Start	0%
Communicate and implement the desired character and standards of residential areas through the new Comprehensive Development Control Plan.		

Annual Comment

The new Lithgow Local Environmental Plan 2014 is in the final stages of approval within NSW Planning and Environment. Preparation of the Comprehensive Development Control Plan is now scheduled for the first half of 2014/2015.

04 Encourage adaptable and affordable housing in medium density development.

Action 4.1

Not Due To Start 0%

Communicate the educative material contained within the new comprehensive Development Control Plan.

Annual Comment

The new Lithgow Local Environmental Plan 2014 is in the final stages of approval within NSW Planning and Environment. Preparation of the Comprehensive Development Control Plan is now scheduled for the first half of 2014/1015.

05 Develop the community's capacity to provide housing and accommodation which is responsive to the needs of older people.

Action 5.1

Not Due To Start 0%

Communicate the educative material contained within the new Comprehensive Development Control Plan.

Annual Comment

The new Lithgow Local Environmental Plan 2014 is in the final stages of approval within NSW Planning and Environment. Preparation of the Comprehensive Development Control Plan is now scheduled for the first half of 2014/1015.

3.2.08 On-site Sewage Management

3.2.8.1 To ensure that on-site sewage management systems comply with environmental and health requirements.

01 Undertake inspections of Septic Systems and Aerated Waste Water Systems.

Action 1.1

Completed 100%

Undertake an inspection regime of systems and take appropriate action where systems are failing.

Annual Comment

KPI	Target	Achieved	Notes
Monitor service records for aerated waste water systems.	10 per quarter	100%	225 service records were monitored for non compliance.
Undertake inspections of septic systems.	15 per week	100%	555 inspections were undertaken.

The septic safe program progressed very well during 2013-2014.

3.2.09 Parks and Gardens

3.2.9.1 To develop parks and gardens that will meet the needs of the community now and into the future.

01 Develop and maintain gardens, parks, reserves, street trees and other public space.

Action 1.1 Completed 100%

All parks and gardens maintained to an acceptable standard and within budget.

Annual Comment

Maintained to an acceptable standard in accordance with service levels.

Action 1.2 Completed 100%

Queen Elizabeth Park maintained to an acceptable standard and within budget

Annual Comment

Maintained to an acceptable standard in accordance with service levels.

Action 1.3 Completed 100%

Maintain Endeavour Park to an acceptable standard.

Annual Comment

Maintained to an acceptable standard in accordance with service levels.

Action 1.4 Completed 100%

Maintain Lake Wallace Recreation Area to an acceptable standard and within budget.

Annual Comment

Maintained to an acceptable standard in accordance with service levels.

Action 1.5 Completed 100%

Install shade structures

Annual Comment

KPI	Target	Achieved	Notes
Lithgow Aquatic Centre	30 June 2014	100%	Completed
Kremer Park - Swings	30 June 2014	100%	Completed
Lake Wallace Recreation Area	30 June 2014	100%	Completed

All completed as per program.

Action 1.6 Completed 100%

Undertake streetscape improvements to enhance public amenity.

Annual Comment

Tree planting on Great Western Highway undertaken.

02 Identify new open space/recreational areas as part of any re-zoning or development application process for new release areas and major subdivisions.

Action 2.1 Completed 100%

New open space and recreational areas are capable of conforming to the desired standards of service outlined in the Open Space and Recreational Needs Study.

Annual Comment

Ongoing as part of development assessment and asset planning and management.

03 Upgrade playground equipment in local parks.

Action 3.1 Completed 100%

Install playground equipment and park furniture in QE Park and other major parks.

Annual Comment

New playground equipment was installed in Queen Elizabeth Park and Hillcrest Estate.

Action 3.2 Completed 100%

Install outdoor gym equipment at Lake Wallace and acquit grant.

Annual Comment

Council received funding from the Department of Family and Community Services through the Age-Friendly Community Local Government Grant Scheme to install exercise equipment at Lake Wallace Wallerawang. The equipment was installed next to the children's playground in September 2013 and an official community opening and BBQ was held.

3.2.10 Recreational Facilities

3.2.10.1 To develop recreational facilities that will meet the needs of the community now and into the future

01 Develop and operate the Lithgow Aquatic Centre using Council resources and associated oncosts.

Action 1.1 Completed 100%

Aquatic Centre Advisory Committee meetings to be held in accordance with the Terms of Reference.

Annual Comment

Meetings have been held as and when required.

Action 1.2 Completed 100%

The Lithgow Swimming Pool/Aquatic Centre is open on all days during the swimming season.

Annual Comment

The Lithgow Aquatic Centre was opened in October and closed at the end of March.

02 Manage and prepare playing fields using Council resources and associated oncosts.

Action 2.1 Completed 100%

All sporting fields available for use except in exceptional wet weather conditions.

Annual Comment

All fields were available for use except in exceptional wet weather conditions.

03 Manage and prepare the Lithgow Golf Course using Council resources and associated oncosts.

Action 3.1 Completed 100%

Maintained to an acceptable standard and within budget.

Annual Comment

The course was available all year in an acceptable condition.

04 To provide support and a forum for sporting, recreational and community groups to discuss matters relating to local sport and recreational facilities and advise Council.

Action 4.1 Completed 100%

Organise the Sports Advisory Committee meetings in accordance with the Committee terms of reference.

Annual Comment

KPI	Target	Achieved	Notes
Develop and implement funding programs.	Number athletes recommended for sponsorship.	1	The Committee approved \$100 in funding in the 3 rd Quarter.
Meetings to be held monthly.	100% of meetings held.	100%	All meetings attended.

Action 4.2 Completed 100%

Provide support to recreational activities and organisations in accordance with Council's Financial Assistance Policy.

Annual Comment

Council provides financial assistance to not for profit community organisations under Section 356 of the Local Government Act including \$10,000 for fee waivers of the Civic ballroom and Lithgow Showground for major sporting related events. During 2013-2014 the following groups received financial assistance:

- Wallerawang Kids Club
- Lithgow Owners and Trainers
- Hampton Cricket Club
- Portland Bowling Club
- Lithgow Croquet Club
- Lithgow Greyhound Racing Club
- Western Region Academy of Sport
- Lithgow PCYC.

05 Develop Hassans Walls Reserve

Action 5.1 Completed 100%

Implement a staged upgrade of Hassans Walls Lookout.

- **Install Boardwalk**

Annual Comment

During 2013-2014, the new Sir Joseph Cook Boardwalk and interpretive signage was installed and launched at Hassans Walls Lookout.

06 Develop Pearsons Lookout

Action 6.1 Completed 100%

Install fencing, landscaping and interpretive signage.

Annual Comment

Council, in partnership with the local community and the Roads and Maritime Services upgraded Pearson's Lookout Capertee during the year. These works involved grading and sealing the road surface from the highway to the lookout, new signage, new fencing, an accessible viewing platform and interpretive signage.

3.2.11 Road Safety and Compliance

3.2.11.1 To promote the road safety message and enforce legislative requirements

01 Ensure available parking for residents and visitors.

Action 1.1 Completed 100%

Conduct on-street parking enforcement in the Central Business District of Lithgow and School Zones.

Annual Comment

KPI	Target	Achieved
200 Parking Patrols per annum.	100%	201
24 School Zone Patrols per annum.	100%	26

On street parking patrols completed in a timely manner. School zone safety and educational patrols were conducted on a regular basis. Patrol targets were met with positive outcomes.

02 Develop and promote the road safety message to the community.

Action 2.1 Completed 100%

Community Road Safety Programs undertaken

Annual Comment

KPI	Target	Achieved	Notes
Bike Safety Sessions	30 June	Nil	Bike safety sessions are run as per request.
School Parking Education	30 June	15	There were 2 school zone safety pedestrian crossing education and enforcement programs carried out. There were 13 observational studies carried focusing on parking during this period. Media release, radio

KPI	Target	Achieved	Notes
			announcements, school newsletter notices, banner placement, council column and social media releases detailing road safety information on school zones was promoted to drivers.
Gateway speed Prevention Project	30 June	Nil	This project has ceased.
Traffic Offender Intervention	30 June	Nil	This project does not require the road safety officer's services it is now conducted by the PCYC.
Learner Driver Workshops	2 per annum	1	There was one workshop for supervisors of learner drivers held in May.
Driver Fatigue Project	30 June		This project is ongoing through the year. Media releases were developed and issued, driver fatigue information was placed on community noticeboards and information was placed in the Council Column and on social media.

Free Cuppa for the driver road safety project have been completed.

Action 2.2 Completed 100%

Organise the Traffic Authority Local Committee in accordance with the Committee terms of reference.

Annual Comment

KPI	Target	Achieved
Meetings to be held 4 weekly	100% of meetings held	8

No Traffic Authority Local Committee meetings were held during 2nd quarter as minimum quorum was not met due to the bush fires, the Mount Panorama car races and members unavailable for the December meeting.

3.2.12 Sewage Infrastructure

3.2.12.1 To provide sewage infrastructure to allow for the sustainable growth and development of the area.

01	Provide a secure and reliable sewage reticulation system to residents of Lithgow, Lidsdale, Marrangaroo, Portland and Wallerawang.
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Action 1.1 Completed 100%

Operations undertaken to an acceptable standard and within budget.

Annual Comment

Despite the threat of major bush fires to the Oakey Park Water Treatment Plant and damage to the Clarence Transfer System in October 2013, Council continued to maintain a reliable sewage reticulation system to residents.

Action 1.2 Renew sewer mains within the sewage reticulation system.	Completed	100%
Annual Comment A significant length of relining works were completed in 2013/14.		
Action: 1.3 Upgrade the Sewerage Reticulation Network in the South Bowenfels/South Littleton area.	Progressing	85%
Annual Comment This project is due for completion in the first quarter of 2014/15 year and is tracking well to achieve this. There have been some minor issues with the works but overall the performance of the contractor has been good.		
Action 1.4 Construct upgrades to pumping stations, including access, electrical, pump replacement, safety requirements and telemetry.	Progressing	50%
Annual Comment Significant improvements have been made to pump stations in the last quarter including the testing of all gantries, pump upgrades and repairs, rectification of failed pipe work in wet wells and installation of additional pumps in pump stations. There is still significant amount of work to be completed and more work planned for 2014/15.		
Action 1.5 Replace sewer vents within the sewerage reticulation system.	Completed	100%
Annual Comment This work was successfully completed in the 2013/14 year.		
Action 1.6 Desludging at Portland Sewerage Treatment Plant.	Progressing	60%
Annual Comment This year saw the reduction of significant amount of sludge from Lithgow STP (Portland STP trucks sludge to Lithgow STP for dewatering). Although much sludge was removed from Lithgow, there is still a significant amount of sludge at Lithgow, Portland and Wallerawang STPs. Further works to reduce this is planned for 2014/15.		
Action 1.7 Desludging at Wallerawang Sewerage Treatment Plant	Progressing	35%
Annual Comment Wallerawang sludge was transported to Lithgow STP. Lithgow STP had a significant amount of sludge removed in the second half of 2013/14. Further desludging at Wallerawang STP is planned for the first half of 2014/15.		
Action 1.8 <ul style="list-style-type: none"> Undertake Smoke Testing of the sewer reticulation network in Portland and Wallerawang and implement corrective actions Reduction of wet weather flows to the STP's and wet weather overflows to the environment 	Not Due To Start	0%
Annual Comment Smoke testing has not been finalised and was not begun in 2013/14 due to the lack of resources to drive the project and delays with the Centroc project.		

Action 1.9	Progressing	20%
Upgrade the Portland Sewerage Treatment Plant		
Annual Comment		
Grant funding was received this year for the upgrade of the Portland STP. The new plant is likely to be completed in 3 years. A proposal from Public Works for the concept design of the plant has been received. Negotiations are underway for the procurement of land for the site.		
Action 1.10	Not Progressing	25%
Extension of the sewer main to Doctors Gap		
<ul style="list-style-type: none"> • resolve land ownership • reserve funds 		
Annual Comment		
This project was halted due to the lack of agreement between households on the block. For this project to go ahead all households must agree to subdivide. This project is still under review by Council.		
3.2.13 Transport		
3.2.13.1 To provide road infrastructure that meets the needs of the residents.		
01 Upgrade and maintain urban and rural roads to an acceptable standard in accordance with their level of traffic use.		
Action 1.1	Completed	100%
Maintenance undertaken to drains to safe and acceptable standards and within budget.		
Annual Comment		
Associated roads common drainage and footpath maintenance programs fully completed.		
Action 1.2	Completed	100%
Rural roads maintenance undertaken to provide safe and acceptable standards and within budget.		
Annual Comment		
Recurrent maintenance for 2013-2014 financial year fully spent on maintaining Council's rural roads to a satisfactory standard.		
Action 1.3	Completed	100%
Maintenance of urban roads undertaken to safe and acceptable standards and within budget.		
Annual Comment		
Detailed design was completed for Falnash Street, Portland during the first quarter.		
Action 1.4	Completed	100%
Street and gutter cleaning undertaken to provide safe and acceptable standards and within budget.		
Annual Comment		
Street and gutter sweeping program fully completed 2013-2014 financial year. Both urban and rural streets fully maintained to satisfactory level of service.		

Action 1.5 Completed 100%

Undertake timber bridge improvements on rural roads as per the 10-year program at selected locations.

Annual Comment

KPI	Target	Achieved	Notes
Palmers Oakey Bridge	30 June 2014	100%	Completed
Glen Davis Road Bridges	30 June 2014	100%	Completed

Action 1.6 Completed 100%

Undertake urban drainage projects in Lithgow, Portland and Wallerawang as per 10 year program.

Annual Comment

KPI	Target	Achieved	Notes
Lithgow Streets	30 June 2014	100%	Maple Crescent and Tank Street completed.
Portland Streets	30 June 2014	100%	Falnash Street completed

Drainage works successfully completed in accordance with 2013-2014 operational program.

Action 1.7 Completed 100%

Undertake village drainage improvements as per the 10-year program.

Annual Comment

Drainage improvements were completed in Capertee.

02 Continue to seek funding to upgrade and maintain state and regional roads within the LGA

Action 2.1 Completed 100%

Roads to Recover Program Upgrades:

Annual Comment

KPI	Target	Achieved	Notes
Rydal/Hampton Road	30 June 2014	100%	Completed
Glen Davis Road	30 June 2014	100%	Completed
Curly Dick Road	30 June 2014	100%	Completed

Action 2.2 Progressing 75%

Rural Sealed Roads Rehabilitation Program.

Annual Comment

Portion of work completed on Magpie Hollow Road at the intersection of Great Western Highway 2013-2014. Residual amount to be carried over to 2014-2015 financial year for further upgrade to other sections of this road.

03 Implement the Special Rate Variation - Four Year Works Program

Action 3.1 Complete 100%

Lithgow and Portland Lanes

Annual Comment

The following laneways were completed in Portland:

- Kiln Street to Burton Street
- Piper Street
- Portland Road to Saville Street
- Ilford, Kiln Street to Park Street.

Action 3.2 Progressing 75%

Magpie Hollow Road

Annual Comment

Portion of work completed on Magpie Hollow Road at the intersection of Great Western Highway 2013-2014. Residual amount to be carried over to 2014-2015 financial year for further upgrade to other sections of this road.

Action 3.3 Completed 100%

Urban Roads Reseals Program

Annual Comment

Delays were experienced due to significant storm damage. All work was successfully completed in accordance with the 2013-2014 Operational Program.

Action 3.4 Not Due To Start 0%

Cox's River Road

Annual Comment

Funding for Cox's River Road to be carried over to 2014-2015 capital works plan. Funding could not be spent during 2013-2014 due to resourcing issues.

04 Maintain traffic signs and other associated furnishings

Action 4.1 Completed 100%

Maintained to an acceptable standard and within budget.

Annual Comment

Traffic facilities and associated Council asset furnishings fully maintained in accordance with 2013-2014 budget allocations.

05 Clean footpaths and streets in Lithgow, Wallerawang and Portland

Action 5.1 Completed 100%

Cleaning undertaken to an acceptable standard and within budget.

Annual Comment

Cleaning was undertaken where required to an acceptable standard and within budget.

06 Urban Roads Improvements

Action 6.1 Completed 100%

Lithgow and Wallerawang

Annual Comment

Delays were experienced due to significant storm damage. All work was successfully completed in accordance with the 2013-2014 Operational Program.

3.2.13.2 To have improved transport linkages with Sydney

01 Support the Bells Line and M2 Extension.

Action 1.1 Completed 100%

Attend meetings of the Bells Line Expressway Group.

Annual Comment

Two meetings of the Bells Line Expressway were held during this 2013/14 period.

02 Lobby for the State Government to maximise the number of passenger train services that terminate at Lithgow.

Action 2.1 Not Progressing 0%

Lobbying undertaken.

Annual Comment

No lobbying undertaken during the 2013-14 period in relation to maximising the number of passenger trains that terminate at Lithgow.

3.2.14 Trade Waste

3.2.14.1 To provide a trade waste program

01 Undertake activities identified in the Trade Waste Policy.

Action 1.1 Completed 100%

Prepare and undertake an inspection regime of systems.

Annual Comment

KPI	Target	Achieved	Notes
Assess Applications	Number of approvals	48	Approvals issued
Assess Applications	Number of Inspections	211	Inspections as part of the inspection program.
Non-compliance	Number of actions taken	6	Warning letters issued.

02 Install Grease Arrestors in Council Kitchens to achieve compliance.

Action 2.1 Completed 100%

Implement priority program in accordance with hall maintenance and refurbishment programs.

Annual Comment

Grease arrestors were installed as required in council buildings.

3.2.15 Water Infrastructure

3.2.15.1 To provide water infrastructure to allow for the sustainable growth and development of the area.

01 Provide a secure and reliable water reticulation system to residents of the Lithgow LGA.

Action 1.1 Completed 100%

Maintenance the Clarence water Transfer System and supply into the Oakey Park Water Treatment Plant.

Annual Comment

The Clarence Transfer Project has been a major challenge during the 2014/15 year. With fires causing major damage and the stringent requirements of a mine site, it is an achievement for the staff and contractors working on the project to have completed it by the May 30 deadline.

Action 1.2 Not Due To Start 0%

Undertake water mains renewal in accordance with program; predominantly in Portland and Wallerawang

Annual Comment

This project has not started due to other higher priorities within the water and waste water team.

Action 1.3 Not Due To Start 25%

Upgrade reservoirs in accordance with program.

- Shaft Street reservoirs

Annual Comment

This project has not started due to other higher priorities within the water and waste water team.

Action 1.4 Progressing 30%

Installation of SCADA System at Oakey Park Water Treatment Plant

Annual Comment

Work had commenced on the development of an Expression of Interest to undertake this project which will be further progressed in 2014-2015.

Action 1.5 Progressing 80%

Undertake safety works to Farmers Creek No. 2 Dam.

Annual Comment

State Water was engaged for the surveillance monitoring of number 1 and 2 dams through a CENTROC contract. The rectification works have now been rescheduled for 2014-2015.

Action 1.6	Progressing	60%
Undertake a Water Loss Management Program and implementation of its actions to achieve a reduction in unaccounted for water to less than 25%		
Annual Comment		
The Water Group was engaged in 2014 to develop a water loss management plan in 2014. The plan is complete and implementation is underway. Monitoring for managing water loss priorities is underway. Achieving the goal of reduction of unaccounted for water to less than 25% is an ongoing goal across several years.		
Action 1.7	Progressing	25%
Investigate the feasibility and suitability of Environmental Releases from Farmers Creek Dam		
Annual Comment		
preliminary investigations have commenced and will be continued in 2014-2015.		
Action 1.8	Progressing	25%
Upgrade pumping stations.		
Annual Comment		
Council commenced sourcing quotations to undertake the upgrade of the Cook Street Pump Station in June 2013.		
Action 1.9	Progressing	70%
Oakey Park Water Treatment Plant:		
<ul style="list-style-type: none"> • Undertake maintenance works. • Desludge lagoons • Backwash Return Project. 		
Annual Comment		
Lagoon 1 was desludged in the summer of 2013/14 and lagoon 2 will be desludged in the summer of 2014/15. The backwash return project has been abandoned due to the increased risk of pathogen return with the return of backwash water.		
Action 1.10	Not due to start	0%
Design and construct water main extensions commencing at South Bowenfels to new subdivisions.		
<ul style="list-style-type: none"> • Design • Landholder agreements • Construction 		
Annual Comment		
This project has not started due to other higher priorities within the water and waste water team.		
Action 1.11	Not due to start	0%
Upgrade the Vickers Street Pump Station		
Annual Comment		
This project has not started due to other higher priorities within the water and waste water team.		

Action 1.12	Not due to start	0%
Acquisition of land for existing pumping stations.		

Annual Comment

This project has not started due to other higher priorities within the water and waste water team.

02 Undertake a Community Education programs

Action 2.1	Completed	100%
<ul style="list-style-type: none"> • Reduced water demands across the LGA • Participation in the SaveWater Alliance programs 		

Annual Comment

Council participates in activities of the SaveWater Alliance and provides a link to the Alliance on council's website.

3.2.16 Waste Infrastructure

3.2.16.1 To provide a waste and recycling collection service that encourages a reduction in land filling.

01	Provide garbage disposal facilities within the LGA at:
•	Capertee
•	Cullen Bullen
•	Glen Davis
•	Lithgow
•	Portland
•	Wallerawang

Action 1.1 Completed 100%

A decrease in garbage disposed to landfill from 2012-2013.

Annual Comment

KPI	Target	Achieved	Notes
Capertee	Tonnes per landfill	693	147 – 1 st quarter 164 – 2 nd quarter 113 – 3 rd quarter 269 – 4 th quarter
Glen Davis	Tonnes per landfill	249	39 – 1 st quarter 67 – 2 nd quarter 91 – 3 rd quarter 52 – 4 th quarter
Lithgow	Tonnes per landfill	39,841.82	9,963.89 – 1 st quarter 8,030.65 – 2 nd quarter 12,531.5 – 3 rd quarter 9,315.78 – 4 th quarter
Cullen Bullen	Tonnes per landfill	689	149 – 1 st quarter 169 – 2 nd quarter 264 – 3 rd quarter 107 – 4 th quarter
Wallerawang	Tonnes per landfill	3,562	910 – 1 st quarter 889 – 2 nd quarter 814 – 3 rd quarter 949 – 4 th quarter
Portland	Tonnes per landfill	2,804	884 – 1 st quarter 805 – 2 nd quarter 481 – 3 rd quarter 634 – 4 th quarter

02 Close and rehabilitate the landfills

Action 2.1 Progressing 30%

Completion of works at Cullen Bullen

Annual Comment

Consultants have been engaged to review the closure and rehabilitation plans.

Action 2.2 Progressing 20%

Construct a Waste Transfer Station at Tarana

Annual Comment

Consultants have been briefed to prepare a concept transfer design. Location options continue to be assessed for suitability.

03 Continue to maintain existing landfills

Action 3.1 Completed 100%

New trenches

Annual Comment

During the 2013-2014 reporting period new trenches were provided at Capertee, Portland and Wallerawang.

04 Provide recycling facilities

Action 4.1 Completed 100%

Completion of works at existing facilities

Annual Comment

KPI	Target	Achieved	Notes
Meadow Flat	30 June 2014	30 June 2014	Recycling bins have been installed at all four sites.
Tarana	30 June 2014	30 June 2014	
Angus Place	30 June 2014	30 June 2014	
Hampton	30 June 2014	30 June 2014	

05 Undertake preparations for the Blackmans Flat Waste Management Facility.

Action 5.1 Completed 100%

Completion of the following:

- Servicing loan and paying the interest.

Annual Comment

The development application has been activated and loan repayments were made as a matter of course.

06 Upgrade the Lithgow Solid Waste Facility.

Action 6.1 Progressing 5%

Rehabilitate the Stage 1 area.

Annual Comment

KPI	Target	Achieved	Notes
Leachate Control	30 June 2014	November 2013	Completed.

KPI	Target	Achieved	Notes
Road Works	30 June 2014		Progressing as part of the rehabilitation of stage 1.
Hazardous waste storage	30 June 2014		No hazardous waste stored on site except for asbestos.

07 Undertake post closure monitoring of landfills.

Action 7.1 Not Progressing 50%

Monitoring undertaken

Annual Comment

Angus place is running as a transfer station and monitoring is not required until further rehabilitation of the old landfill areas is complete.

Cullen Bullen and Glen Davis are still operating as landfill sites and monitoring will not be required until closure and rehabilitation of these sites.

08 Undertake an environmental audit of the Lithgow Solid Waste Facility and the Portland Garbage Depot

Action 8.1 Progressing 75%

Environmental Audit completed.

Annual Comment

Consultants have been engaged to conduct the environmental audits at Lithgow Waste Facility and Portland Waste Facility.

09 Install remote surveillance cameras at rural landfills

Action 9.1 Completed 100%

Cameras installed and monitored.

Annual Comment

Cameras have been installed and are monitored at landfill and transfer station sites

3.2.17 Waste and Recycling

3.2.17.1 To implement the waste management hierarchy of avoidance, reuse, recycle and dispose.

01 Collect street litter bins in Lithgow, Portland and Wallerawang.

Action 1.1 Completed 100%

Collection service provided to an acceptable standard and within budget.

Annual Comment

A scheduled street litter bin collection service is provided to Lithgow, Portland and Wallerawang.

02 Collect litter bins from parks, lookouts and recreation areas.

Action 2.1 Completed 100%

Collection service provided to an acceptable standard and within budget.

Annual Comment

The Collection Service is provided to an acceptable standard and within budget.

03 Provide kerbside garbage and recycling collection service to all residents within the collection service area.

Action 3.1 Completed 100%

- Achieve a reduction in garbage material collected
- Achieve an increase in recycling material collected

Annual Comment

Kerbside recycling is continuing with additional community waste education being implemented through Lithgow Council web site updates, media releases

04 Provide a green waste collection service to residents in Lithgow, Lidsdale, Marrangaroo, Portland, Rydal and Wallerawang.

Action 4.1 Completed 100%

4 services per year and an increasing number of green waste bookings

Annual Comment

KPI	Target	Achieved
4 Greenwaste Collections per year.	Total number of bookings for 2013-2014.	146

05 Provide a clean-up collection service to residents.

KPI	Target	Achieved
2 Clean Up Collection Services per year.	Increase number of bookings in comparison to 2013-14.	191

06 Assist in the provision of the chemical collection service.

Action 6.1 Completed 100%

Provide agreed assistance to NetWaste with in-kind contributions.

Annual Comment

A chemical collection service was provided during the 1st quarter in conjunction with Toxfree and Netwaste.

07 Attend meetings and participate in Netwaste activities.

Action 7.1 Completed 100%

Attend meetings as resources allow.

Annual Comment

KPI	Target	Achieved
Team Leader Environment to attend Netwaste Meetings.	Number of Meetings attended.	1

Action 7.2 Completed 100%

Conduct annual e-waste recycling program in conjunction with Net waste

Annual Comment

E-Waste is collected at the Lithgow Waste Facility

During the 1st quarter Council participated in an Asbestos Awareness program being conducted by Netwaste.

08 Undertake Waste Watchers Environmental Education Program targeting school aged children.

Action 8.1 Completed 100%

Waste Watchers program undertaken.

Annual Comment

A Community Waste Education Program was conducted with educational materials provided on recycling and waste avoidance to students.

2013/14 Recommended Variations to Program of Works – Developing our Built Environment

There are 50 variations to the Program of Works for Our Community as detailed in the Operational Plan adopted by Council on 27 May 2013 (Min. No. 13-165).

Project Name	Description of Works Program/Key Performance Indicator	Proposed Variation	Reason
Review and monitor current plans and strategies.	Implement the Heritage Development Control Plan.	To be undertaken in 2014-2015.	Awaiting the finalisation of the Lithgow Local Environmental Plan 2014 and subsequent finalisation of the Lithgow Comprehensive Development Control Plan.
	Implement the Integrated Water cycle Management Plan.	Work in progress	To be completed in 2014-2015.
	Implement the Strategic Water and sewerage Business Plans	Work in progress	To be completed in 2014-2015.
Identify and develop new plans and strategies in line with the community's needs.	Housing Strategy	Deferred	Available resources have been re- directed due to the extended Principal Local Environmental Plan process.

Project Name	Description of Works Program/Key Performance Indicator	Proposed Variation	Reason
	Complete the Hassans Walls Management Plan.	To be undertaken to 2014-2015.	Priority given to the finalisation of the new Local Environmental Plan.
	Prepare a Master Plan for the development of the Lithgow CBD.	Work in progress	Scheduled for completion in 2014-2015.
	Prepare and consult upon a Master Plan of the Major open space recreational precinct in and around Tony Luchetti Sportsground.	Deferred	Available resources have been re- directed due to the extended Principal Local Environmental Plan process.
	Continue to prepare site specific Community/Crown Lands Plans of Management in accordance with all relevant legislation, for "Community" Classified lands, "Operational" Classified lands and Crown Lands and other recreational facilities.	To be undertaken in 2014-2015.	Hassans Walls Management Plan stalled due to available resources being re- directed to extended Principal Local Environmental Plan process.
	Prepare a Floodplain Risk Management Plan to accord with the 2005 floodplain Development Manual.	Work in progress	Results of Flood Study Investigation and Hydraulic Modelling to be produced to Council in September/October 2014.
	Prepare an Adventure Park Feasibility Study.	Deferred	To be undertaken on completion of the Master Plan of the Major Open Space Recreation Precinct in and around Tony Luchetti Sportsground.
	Development Servicing Plans complete and adopted by Council.	Deferred	Council is awaiting approval of new guidelines for Development Servicing Plans.
Cemeteries	Undertaken fencing and drainage works at Portland Cemetery.	Deferred	Awaiting resolution of tree removal.
Community Commercial/Industrial Buildings	General Asset Building Maintenance – Clarence Pirie Park amenities.	Carried Forward	This project is to be completed in 2014-2015.
	Construction of toilet facilities in the Lithgow CBD.	Carried Forward	This project is to be completed in 2014-2015 as part of the Main Street Revitalisation

Project Name	Description of Works Program/Key Performance Indicator	Proposed Variation	Reason
			Project.
	Upgrade the Lithgow Dog Pound.	Work in progress	The installation of a ramp is to be completed in 2014–2015.
Cycleways and Walkways	Stages 2 and 3 Farmers Creek	Deferred	Pending completion of the Farmers Creek Flood Mitigation works.
	Construct a footpath from Geordie Street to the Highway linking the VIC to McDonalds.	Deferred	This project will be undertaken in 2014–2015.
	Undertake CBD Enhancement Program of Lithgow CBD.	Deferred	This project is to be undertaken in 2014-2015 as part of the Main Street Revitalisation Project.
Heritage	Restore the Bowenfels Gun Emplacements and create public access to the site.	Carried Forward	This project will be completed in 2014-2015 once rehabilitation of access to the site is completed.
Housing and Development	Provide for higher density development around the transport and central business nodes.	Carried Forward	This project will be completed upon the making of the new Lithgow Local Environment Plan 2014.
	Identify sites for potential seniors living with easy access to services and facilities.	Deferred	This project will be completed once the new Local Environmental Plan is finalised.
	Ensure effective integration of new developments which do not adversely impact upon existing and/new residential/living environments.	Deferred	Preparation of the Comprehensive Development Control Plan is now schedule for 2014-2015.
	Develop the community's capacity to provide housing and accommodation which is responsive to the needs of older people.		
Sewage Infrastructure	Upgrade the Sewerage Reticulation Network in the South Bowenfels/South Littleton area.	Carried Forward	This project is due for completion in 2014-2015.
	Construct upgrades to pumping stations.	Work in progress	This project is due for completion in 2014-2015.

Project Name	Description of Works Program/Key Performance Indicator	Proposed Variation	Reason
	Desludging at Portland Sewerage Treatment Plant.	Work in progress	This project is due for completion in 2014-2015.
	Desludging at Wallerawang Sewerage Treatment Plant.	Work in progress	This project is due for completion in 2014-2015.
	Undertaken Smoke Testing of the sewer reticulation network in Portland & Wallerawang and implement corrective actions.	Deferred	This project has not started due to other higher priorities within the water and waste water team.
	Reduction of wet weather flows to the STP's and wet weather overflows to the environment.		
	Upgrade the Portland sewerage Treatment Plant.	Work in progress	This is a three year project. The concept design is proceeding.
	Extension of the sewer main to Doctors Gap.	Deferred	This project was halted due to lack of agreement between householders.
Transport	Rural sealed roads rehabilitation program.	Work in progress	Residual work carried over to 2014-2015 for further upgrade to other sections of this road.
	Magpie Hollow Road	Work in progress	Residual work carried over to 2014-2015 for further upgrade to other sections of this road.
	Cox's River Road	Deferred	Funding to be carried over to 2014-2015 capital works plan due to resourcing issues.
Water Infrastructure	Undertaken water mains renewal predominately in Portland and Wallerawang.	Deferred	This project has not started due to other higher priorities within the water and waste water team.
	Upgrade Shaft Street Reservoir.	Deferred	This project has not started due to other higher priorities within the water and waste water team.
	Installation of SCADA System at Oakey Park Water Treatment Plant.	Work in progress	This project is due for completion in 2014-2015.
	Undertake safety works to Farmers Creek No. 2	Work in progress	This project is due for

Project Name	Description of Works Program/Key Performance Indicator	Proposed Variation	Reason
	Dam.		completion in 2014-2015.
	Undertake a Water Loss Management Program.	Work in progress	This project is due for completion in 2014-2015.
	Investigate the feasibility and suitability of Environmental Releases from Farmers Creek Dam.	Work in progress	Not a high priority project. Preliminary investigations will continue in 2014-2015.
	Upgrade pumping stations.	Work in progress	Investigation into the work required and the sourcing of quotes began in June 2014.
	Oakey Park Water Treatment Plant	Work in progress	Lagoon 2 will be desludged in the summer of 2014-2015.
	Design and construct water main extensions commencing at South Bowenfels to new subdivisions.	Deferred	The project was not started due to higher priorities in the Water and Waste Water Team 2013-2014.
	Upgrade the Vickers Street Pumping Station.	Deferred	The project was not started due to higher priorities in the Water and Waste Water Team 2013-2014.
	Acquisition of land for existing pumping stations.	Deferred	The project was not started due to higher priorities in the Water and Waste Water Team 2013-2014.
Waste Infrastructure	Close and rehabilitate landfills – Cullen Bullen	Under Review	Consultants have been engaged to review the closure and rehabilitation plans.
	Construct a Waste Transfer Station at Tarana	Carried Forward	Consultants have been briefed to prepare a concept transfer design. Location options are being assessed.
	Upgrade Lithgow solid Waste Facility – Rehabilitate Stage 1.	Carried Forward	Road works are progressing as part of the rehabilitation of Stage 1 and will be completed in 2014-2015.
	Undertake post closure monitoring of landfills	Deferred	Monitoring will not be required until further rehabilitation of old landfill areas is complete at Angus Place and until closure and rehabilitation of Cullen Bullen and Glen Davis sites is complete.
	Undertake an environmental audit of	Carried Forward	Consultants have been engaged to conduct the

Project Name	Description of Works Program/Key Performance Indicator	Proposed Variation	Reason
	the Lithgow Solid Waste Facility and the Portland Garbage Depot.		environmental audits at Lithgow Solid Waste Facility and Portland Waste Facility.

Enhancing Our Natural Environment



Our Place ... Our Future

4 Enhancing Our Natural Environment

4.1 To conserve and preserve the natural environment whilst balancing the impact of development to ensure a sustainable and health community.

4.1.1 Planning for Our Natural Environment

4.1.1.1 To identify, preserve and improve our natural heritage and biodiversity whilst ensuring the water security and sewerage capacity of the regional for sustainable growth and development.

01 Review and monitor current plans and strategies

Action 1.1 Implement the Integrated Water Cycle Management Plan.	Completed	100%
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Annual Comment

Whilst a draft Integrated Water Cycle Management Plan was developed some years ago, the plan is now out of date as the requirements have since changed. A rewrite of the plan is required and a dedicated resource will begin this process in the first quarter of 2014-2015.

Action 1.2 Implement the Drought Management Plan	Completed	100%
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Annual Comment

Implementation of Drought Management Plan is continuing and will be reviewed as part of the 2014-2015 Operations Plan.

Action 1.3 Implement the Demand and Water Conservation Plan	Completed	100%
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Annual Comment

Implementation of the water loss management plan has begun with the installation of monitoring devices in Lidsdale and Wallerawang. Monitoring of this data will occur over the 2014 winter. Investigation and development of a rectification strategy is to begin in October 2014.

Action 1.4 I Implement the Strategic Water and Sewer Business Plans	Progressing	85%
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Annual Comment

Initial investigations into the implementation of the strategic business plans have commenced and will be completed in 2014-2015.

Action 1.5 Implement the Portland Sewerage Treatment Plant Feasibility Study	Completed	100%
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Annual Comment

Grant funding was received this year for the upgrade of the Portland STP. A proposal from Public Works for the concept design of the plant has been received and negotiations are underway for the procurement of land for the site.

Action 1.6	Completed	100%
Implement the Port Macquarie Road Environmental Management Plan		

Annual Comment

Implementation of the plan is undertaken in coordination with ongoing maintenance of Port Macquarie Road as required. Works were successfully completed in accordance with environmental constraints and guidelines for 2013-2014.

Action 1.7	Progressing	95%
Implement the Land Use Strategy		

Annual Comment

Relevant actions from the Lithgow Land Use Strategy will be implemented through the new Lithgow Local Environmental Plan 2014 once it is made.

02 Strategic Asset Management Plan

Action 2.1	Completed	100%
Actions included within Councils Delivery and Operations Plans.		

KPI	Target	Achieved	Notes
Actions incorporated into the Annual Operational Plan.	30 June	30 June 2014	Actions have been identified t for consideration during the review of Council's Delivery and Operational Plans.

Annual Comment

Council's existing asset information is being verified and entered in Council's Asset Management System. Draft Asset Management Plans for Bridges, Footpath, Kerb and Gutter and Roads are progressing, and will be incorporated in the review of the Strategic Asset Management Plan.

03 Identify and develop new plans and strategies in line with the community's needs

Action 3.1	Not Due To Start	0%
Undertake the preparation of an Aboriginal Heritage Study to identify, conserve and protect items of Aboriginal Heritage. Study prepared, consulted upon and adopted by Council.		

Annual Comment

Project deferred to commence in 2016-2017.

Action 3.2 Completed 100%

Undertake the preparation of the Cullen Bullen Sewerage Study.

Annual Comment

KPI	Target	Achieved	Notes
Plan prepared and consulted upon.	30 June 2014	30 June 2014	Further testing and inspections are planned for the Cullen Bullen village. Open day held for residents to discuss options. Program is ongoing
Adopted by Council	30 June 2014	30 June 2014	Study complete and community informed.

4.1.2 Air

4.1.2.1 To improve local air quality

01 Promote alternative heating sources to coal and wood heaters.

Action 1.1 Completed 100%

Provide the Alternate Fuel Rebate for the replacement of coal heaters with cleaner heating alternatives to Lithgow, Wallerawang, Portland and Villages.

Annual Comment

KPI	Target	Achieved
Alternative Fuel Rebates	Number of rebates paid	7

Council provides the Alternate Fuel Rebate for the replacement of coal heaters with cleaner heating alternatives to residents in Lithgow, Wallerawang, Portland and Villages.

02 Provide education material to the community on the correct operation of solid fuel heaters.

Action 2.1 Completed 100%

Promotion activities undertaken.

Annual Comment

Educational materials are available from the Council Administration Centre and on Council's website advising of the Alternate Fuel Rebate Program, EPA Wood Smoke Reduction Program and the correct operation of solid fuel heaters.

03 Lobby for the extension of natural gas to Portland.

Action 3.1 Not Progressing 0%

Lobbying undertaken

Annual Comment

There was no lobbying undertaken in the 2013-2014 period in relation to the extension of the natural gas pipeline to Portland.

4.1.3 Biodiversity

4.1.3.1 To protect and enhance biodiversity through consultation and development of partnerships.

01 Protect Endangered Ecological communities and National Endangered Ecological Communities.

Action 1.1 Completed 100%

Participate in the Save Our Swamps Program with Blue Mountains City Council

Annual Comment

KPI			Target	Achieved	Notes
Team Leader Environment to attend Save Our Swamps Meetings.	Number of Meetings attended.	1			This program is now completed.

4.1.3.2 To responsibly manage natural resources through the control of environmental and noxious weeds.

01 Control environmental and/or noxious weeds on public land through Council and/or service provided by the Upper Macquarie County Council.

Action 1.1 Completed 100%

Contribution made to the Upper Macquarie Council and program of works completed.

Annual Comment

Contributions paid as required and in accordance with budget. Monthly reports are received by Council.

Action 1.2 Completed 100%

Environmental improvement projects undertaken at priority locations.

Annual Comment

Council is represented on the Upper Macquarie County Council by two councillors who regularly attend meetings and issue work requests.

Action 1.3 Completed 100%

Weed control of natural water courses – Farmers Creek

Annual Comment

Willows were removed from the Farmers Creek water course during the 2nd Quarter.

Action 1.4	Progressing	90%
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Develop a signage plan for Hassans Walls Reserve

- Install signage to prohibit the collection of wood.

Annual Comment

The Working party has created a draft sign which will include a prohibition symbol for taking firewood from reserve. This will be finalised in 2014-2015.

4.1.4 Climate Change

4.1.4.1 To significantly reduce carbon emissions within the LGA.

01	Undertake energy audits of Council buildings and consider recommendations in the Delivery Program.
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Action 1.1	Completed	100%
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Staff Sustainability Team continuing to meeting and identifying energy and water saving initiatives.

Promote project activities to highlight the 'green credentials of Council

Annual Comment

Council's Staff Sustainability Committee met a number of times during the year to identify areas of Council operations where savings can be made through sustainability initiatives including:

- A presentation by Planet Footprint to the Staff Sustainability Committee and senior staff on how to quantify energy and water costs and how savings can be generated through sustainability initiatives. Further investigations are underway to determine if Council will participate in this initiative.
- The replacement of an old hot water system at the Ashley Grandstand change rooms, Tony Luchetti Showground, with a solar system.
- Monthly initiatives were promoted to staff including:
 - Lights off
 - Heaters off
 - Office waste paper
 - Recycling
 - Safe disposal of household chemicals.
- Council investigated retrofitting Diesel Particulate Filters on large diesel plant to reduce particulate emissions by 60%.

4.1.5 Environmental Protection and Leadership

4.1.5.1 To provide environmental leadership through responsible natural resource management, legislative compliance and working cooperatively with the community, relevant environmental authorities and alliances.

01 Comply with the environment protection licences for:

- Lithgow Sewerage Treatment Plant.
- Lithgow Water Treatment Plant.
- Portland Sewerage Treatment Plant.
- Wallerawang Sewerage Treatment Plant.

Action 1.1	Completed	100%
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Compliance with licence conditions.

Annual Comment

There have been no major environmental issues in sewerage treatment during 2013-2014.

Details of non-compliances are made available to the public on Council's website.

02 Comply with the environment protection licences for Lithgow Solid Waste Facility and Portland Garbage Depot

Action 1.1	Completed	100%
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Compliance with licence conditions.

Annual Comment

No incidences of non-compliance have been identified by external authorities in relation to waste management facilities.

Details of non-compliances are made available to the public on Council's website.

03 To fulfil Council's appropriate regulatory authority responsibilities under the Protection of the Environment Operations Act.

Action 3.1	Completed	100%
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Respond to pollution incidents within 24 hours.

Annual Comment

Pollution incidents were responded to within the 24 hour timeframe.

Action 3.2	Completed	100%
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To ensure compliance with Council's Environmental Management System for:

- Sewage Management
- Water Treatment and Distribution.

Annual Comment

There have been no major environmental issues in the water and sewerage area during 2013-2014.

04 Work together to share information.

Action 1.1 Completed 100%

Participate in the activities of the Water Directorate.

Annual Comment

Council is a member of the water directorate and has participated in relevant activities during the 2013-2014 year.

Action 4.2 Completed 100%

Participate in the activities of the SaveWater Alliance

Performance Comment

Annual Comment

Council participates in activities of the SaveWater Alliance and provides a link to the Alliance on council's website.

05 Provide a forum for environmental groups to discuss matters relating to the environment and advise Council.

Action 5.1 Completed 100%

Conduct the Environmental Advisory Committee meetings in accordance with the terms of reference.

Annual Comment

KPI	Target	Achieved
Meetings of the Environmental Advisory Committee to be held quarterly.	100% of meetings held.	6

06 Improve the community's knowledge of environmental issues.

Action 6.1 Completed 100%

1 water and waste education campaign conducted.

Annual Comment

Council was part of the SaveWater Alliance during 2013-2014 and participated in a number of activities through Centroc in early 2013-2014. Council is in discussion with Centroc and the SaveWater Alliance about the next round of water saving initiatives.

07 Prepare grant applications for funding of environmental improvement works.

Action 7.1 Completed 100%

Grant applications prepared.

Annual Comment

Council was successful in obtaining the following funding for environmental improvement works during 2013-2014:

- Environmental Trust for the Wood Smoke Reduction Program - \$30,000.
- Resources for Regions funding scheme for the Portland Sewerage Treatment Plant upgrade - \$10m.
- Grant funding for water loss repair works have been secured through the CEEP2 program managed by Centroc. Federal government have committed to match every dollar the Council spend of water loss repairs up to \$200,000.

4.1.6 Water

4.1.6.1 To protect our waterways and provide safe drinking water

01 Protect the catchment around Farmers Creek Dam.

Action 1.1 Completed 100%

- Provide drinking water to residents within the Farmers creek reticulated supply system.
- Comply with the Australian Drinking Water Guidelines.

Annual Comment

Council has continued to supply drinking water to residents within the Farmers Creek Reticulated Supply System in accordance with the Australian Drinking Water Guidelines.

02 Conduct routine monitoring of Council's reticulated drinking water supplies.

Action 2.1 Completed 100%

Undertake water sampling

Annual Comment

KPI	Target	Achieved
Microbiological Samples	177	100%
Disinfection By-Product Samples	26	100%
Pesticide Sample	1	0%
Chemical Samples	16	100%

03 Undertake routine monitoring of Farmers Creek, Lake Lyell, Pipers Flat Creek and Lake Wallace for blue green algae.

Action 3.1 Completed 100%

Samples taken in partnership with Delta Electricity.

Annual Comment

KPI	Target	Achieved	Notes
Blue Green Algae Samples	Number of Samples taken	22	program completed

04	Purchase water from State Water to supply:
•	Cullen Bullen
•	Glen Davis
•	Lidsdale
•	Portland
•	Wallerawang
•	Marrangaroo

Action 4.1	Progressing	25%
Maintenance of supply to residents and payments made.		

KPI	Month	Kilolitres
Water purchased from Fish River Water Supply	July	44,110
	August	67,251
	September	72,597
	October	58,068
	November	60,910
	December	47,733
	January	109,771
	February	72,641
	March	68,498
	April	61,158
	May	59,440
	June	67,250
	Total	789,427

The purchase of water from Fish River continued in 2013/14. The Agreement with State Water will be negotiated in 2014/15.

2013/14 Recommended Variations to Program of Works – Enhancing our Natural Environment

There are 4 variations to the Program of Works for Our Community as detailed in the Operational Plan adopted by Council on 27 May 2013 (Min. No. 13-165).

Project Name	Description of Works Program/Key Performance Indicator	Proposed Variation	Reason
Review and monitor current plans and strategies	Implement the Strategic Water and Sewer Business Plans.	Deferred	Due to lack of resources the plan has not been implemented.
	Implement the Land Use Strategy	Work in progress	Awaiting Gazettal of the Lithgow Local Environmental Plan 2014.
Identify and develop new plans and strategies in line with the community's needs.	Undertaken the preparation of an Aboriginal Heritage Study.	Deferred	Project due to commence 2016-2017.
Biodiversity	Develop a signage plan for Hassans Walls Reserve prohibiting collection of wood.	Work in progress	This project will be finalised in 2014-2015.

Responsible Governance & Civic Leadership



Our Place ... Our Future

5 Responsible Governance and Civic Leadership

5.1 A Council that focuses on strong civic leadership, organisational development and effective governance with an engaged community actively participating in decision making processes affecting their future.

5.1.1 Planning for Our Council

5.1.1.1 To ensure integrated corporate plans set the long term direction for the LGA and Council

01 Implement the 10-year Community Strategic Plan for the LGA.

Action 1.1 Completed 100%
Community Strategic Plan implemented through the Delivery Program 2013-2017 and Operations Plan 2013-2014.

Annual Comment

Actions and strategies for implementation of the Community Strategic Plan have been included in the Operational Plan 2014-2015.

02 Prepare the Delivery Program 2013-2017 and Operations Plan 2013-2014 in accordance with the requirements of the Local Government Act and Regulations.

Action 2.1 Completed 100%
Delivery Program 2013-2017 and Operations Plan 2013-2014 adopted by 30 June.

Annual Comment

The Operational Plan 2014-2015 was adopted by Council on 2 June 2014.

03 Review the 10 Year Long-Term Financial Plan and include strategies to improve Council's current financial ratios. Implement the 10 Year Asset Management Strategy.

Action 3.1 Completed 100%
Commence review of the Long-Term Financial Plan in line with the End of Term Report.

Annual Comment

Long Term Financial Plan completed and reported to Council on 2nd June.

Action 3.2 Prepare, review and implement Asset Management Plans and Policies in accordance with the Asset Management Strategy for: <ul style="list-style-type: none"> • Buildings and other assets. • Roads, drainage, kerb and gutter and footpaths. 	Completed	100%
Annual Comment <p>Draft Asset Management Plans for Bridges, Footpath, Kerb and Gutter and Roads are progressing, and will be incorporated in the review of the Strategic Asset Management Plan. Confirm system being audited prior to importing of current asset information.</p> <p>Council's existing asset information is being verified and entered in Council's Asset Management System for use in reviewing and monitoring current plans and strategies, and implementing the Strategic Asset Management Plan.</p>		
Action 3.3 Implement the Corporate Asset IT Program in accordance with the Asset Management Strategy.	Completed	100%
Annual Comment <p>All IT assets registered and redundant items disposed of in appropriate manner in accordance with strategy.</p>		
04 Implement the Workforce Plan.		
Action 4.1 Identify priority actions from Workforce plan outcomes.	Completed	100%
Annual Comment <p>The Leadership Program has commenced with ten participants chosen to undertake a Diploma of Management/Diploma in Workforce Health and Safety.</p>		
05 Develop modern and legislatively compliant codes and policies.		
Action 5.1 Develop, review and implement codes and policies as required.	Completed	100%
Annual Comment <p>Council has continued to develop, review and implement codes and policies during 2013-2014.</p>		
06 Develop and monitor Risk Management Plans.		
Action 7.1 Risk Management Plans developed to comply with legislative requirements.	Completed	100%
Annual Comment <p>An Action Plan 2013-2014 was created which included Work Health & Safety Initiatives from the StateCover internal audit. The following actions have been implemented:</p> <ul style="list-style-type: none"> • Emergency Preparedness – evacuation May 2014. • Reviewed and improved the Contractor Management System. • Reviewed, improved and implemented the Incident Investigation process. • Reviewed in conjunction with the Fleet Manager risk management of Council's plant and equipment. • Unauthorised Access to Dam 2 - Local Government Legislation compliance, Dam Safety Legislation compliance. • Pool Operations Manual final draft forwarded to Operations Manager for adoption and implementation. 		

- RV friendly parks assess for risk and reported to Operations team.
- Event Management Procedure and Guides completed in draft awaiting review prior to implementation.

07 Report the outcome of a quarterly performance review of the Delivery Program, Operational Plan and provide a budget review statement.

Action 8.1 Completed 100%

Financial and Performance Reports to Council prior to 31 August, 30 November, 29 February and 31 May.

Annual Comment

KPI	Target	Achieved	Notes
July to September Quarterly Report	30 November		1 July to 3 September 2013 – Minute No. 13-405
October to December Quarterly Report	29 February		1 October to 31 December 2013 – Minute No. 14-96
April to June Quarterly Report	31 August		Completed and included as part of the Annual Report 2013-2014.
January to March Quarterly Report	31 May		1 January to 31 March 2014 – Minute No. 14-246

All quarterly budget reporting deadlines were met in accordance with Office of Local Government requirements

09 Prepare the Annual Report for 2011-2012.

Action 9.1 Completed 100%

Report submitted to the Department of Local Government by 30 November.

Annual Comment

The Annual Report was submitted to the Department of Local Government by 30 November.

5.1.2 Civic Leadership

5.1.2.1 To provide responsible leadership for the community

01 Conduct the business of council in an open and democratic manner.

Action 1.1 Completed 100%

Business papers, minutes for Council Meetings, Committee Meetings and Extraordinary Meetings produced and delivered in accordance with the Local Government Act and Regulations and the Code of Meeting Practice.

Annual Comment

Business papers, minutes for Council Meetings, Committee Meetings and Extraordinary Meetings produced and delivered in accordance with the Local Government Act and Regulations and the Code of Meeting Practice.

02 Conduct committees of Council in an open and democratic manner.

Action 2.1 Completed 100%

Council and Committee Meetings are conducted regularly in accordance with the meeting scheduled.

Annual Comment

KPI	Target	Achieved
Ordinary Meetings of Council	Number of Meetings held	15
Extra-Ordinary Meetings of Council	Number of Meetings held	3

03 Support Councillors in their role.

Action 3.1 Progressing 100%

Provide information to Councillors regularly in the form of briefing sessions, memos, email and meetings.

Annual Comment

Information was provided to Councillors in the form of briefing sessions, memos, circulars, emails and meetings. There were 21 briefing sessions were held in the 2013-14 period.

Action 3.2 Completed 100%

Provide Councillors with the payment of fees, expenses and the provision of facilities and support in relation to discharging the functions of civic office.

Annual Comment

Provided in accordance with Council's policy.

Action 3.3 Completed 100%

Identify Councillor's training requirement in the Training Plan and complete training.

Annual Comment

No training occurred for Councillors during 2013-2014.

04 Work together to interweave and optimise the sharing and coordination of resources and information.

Action 4.1 Completed 100%

Contribute to CENTROC and participate in its activities.

Annual Comment

The General Manager attended all scheduled GMAC and Centroc Meetings held in the 2013-2014 with the exception of one scheduled GMAC meeting in February 2014.

Action 4.2	Completed	100%
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Participate in the activities of the Local Government NSW:

- **Subscription paid**
- **Participation and attendance at annual conferences.**

Annual Comment

The Local Government NSW Conference was held during the 2nd Quarter from Tuesday 1 - Thursday 3 October 2013 at Sydney Town Hall. The General Manager, Mayor and Deputy Mayor attended.

5.1.3 Communication

5.1.3.1 To ensure effective communication between Lithgow City Council and the community.

- | | |
|----|--|
| 01 | Develop, monitor and implement Council's internal and external communications. |
| 02 | Undertake an annual Community Satisfaction Survey |

Action 2.1	Completed	100%
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- **Increased number of participants in survey.**
- **Improved levels of community satisfaction in comparison to 2011.**
- **Report results of survey to Council.**
- **Develop an action plan of priority items identified in the survey.**
- **Provide feedback to the community.**

Annual Comment

During 2013/14 Council undertook the following surveys to develop new strategies and services for the long term sustainability of the Lithgow local government area:

- Youth Survey
- Revitalising Main Street Survey
- Council Website re-design Survey
- Family Friendly Community Survey

03	Disseminate concise and effective information to the community about Council's programs, policies and activities.
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Action 3.1	Completed	100%
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Produce and deliver to residents Council Connections Newsletter, quarterly in September, December, March and June.

Annual Comment

Council Connections was completed and delivered to the community quarterly during 2013-2014.

Action 3.2	Completed	100%
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Provide information through the Council Column weekly in the Lithgow Mercury.

Annual Comment

KPI	Target	Achieved
Council Columns	Number produced	51

Action 3.3 Completed 100%

Provide information through the Mayors Monthly Column in the Lithgow Mercury.

Annual Comment

KPI	Target	Achieved
Mayors Column	Number produced	2

Action 3.4 Completed 100%

Produce and distribute Media Releases.

Annual Comment

KPI	Target	Achieved	Notes
Media Releases	Number produced	226	Forwarded to local media and placed on Council's website and social media.

Action 3.5 Completed 100%

Provide information through the Mayor's radio spot on local and regional radio.

Annual Comment

The Mayor was in constant contact with the local Radio stations throughout 2013-2014 with weekly radio interviews occurring on local radio, Bathurst's B Rock FM and ABC Radio.

Action 3.6 Completed 100%

Maintain Council's website to accurately reflect Council's programs, policies and activities of the time.

Annual Comment

Project web sites established for LEP, History Ave, Aquatic Centre and Town Revitalisation projects. Council website review works commenced.

04 Celebrate Local Government Week

Action 4.1 Completed 100%

Undertake activities focusing on Council in the community.

Annual Comment

Local Government Week 2013 took place in the 1st Quarter from 29 July 2013 to the 4 August 2013. No activities were undertaken.

5.1.4 Corporate Management

5.1.4.1 To ensure the Operations of the Council are managed to achieve identified outcomes.

01 Implement the Long-Term Financial Plan to provide sound financial advice and management of Council's finances.

Action 1.1 Completed 100%

Model, levy, issue and recover rates, annual charges and sundry debtors according to fees:

- Rate notices issued by 31 July and quarterly instalment notices by 31 October, 31 January, 30 April.
- Pursue 100% of outstanding debts to achieve improvement on the previous year's percentage of outstanding rates.

Annual Comment

All rates notices were issued during the year to meet the statutory timeframes.

Action 1.2 Completed 100%

Finalise the revaluation and reporting of current assets at fair value as required by junction with the DLG.

Annual Comment

No revaluations were required to be completed during the 2013-2014 financial year. This will be undertaken during 2014-2015 as per Office of Local Government requirements.

Action 1.3 Completed 100%

Maximise and secure Councils Investment Portfolio through a variety of investment institutions, types and terms in accordance with legislation and Council's Policy.

Annual Comment

KPI	Target	Achieved	Notes
Investments as at 30 September	Total amount \$	\$23,504,469.57	Council investments have been undertaken in accord with policy resulting in the optimal returns with emphasis on capital preservation.
Interest as at 30 September	Total amount \$	\$16,966.69	
Investments as at 31 December	Total amount \$	\$20,663,462.36	
Interest as at 31 December	Total amount \$	\$288,055.82	
Investments as at 31 March	Total amount \$	\$20,663,462.36	
Interest as at 31 March	Total amount \$	\$446,533.99	
Investments as at 30 June	Total amount \$	\$19,095,722.04	
Interest as at 30 June	Total amount \$	\$720,677.11	

Action 1.4	Completed	100%
Manage Council's loan portfolio to compliance with the Delivery Program and in accordance with Council resolutions.		
Annual Comment		
Loans are being serviced in accord with Delivery Program. New loans are being modelled for funding asset renewals and new assets as required.		
Action 1.5	Completed	100%
Assist with the external audit of Councils financial records to achieve an unqualified result:		
<ul style="list-style-type: none"> • Full audit during 1st and 2nd Quarters. • Interim audits during 3rd and 4th Quarters. 		
Annual Comment		
Crowe Horwath attended an interim audit in April. Final audit of the 2013-2014 annual accounts is expected to start in October.		
Action 1.6	Completed	100%
Account for and ensure grants and approved applications are administered in accordance with grant conditions.		
Annual Comment		
Grants are being administered according to funding conditions.		
02 Provide insurance coverage of Council's activities and assets.		
Action 2.1	Completed	100%
Secure adequate and cost effective insurance coverage which is current at all times.		
Annual Comment		
Insurance renewals completed as per required timetable.		
03 Implement internal auditing programs.		
Action 3.1	Completed	100%
Undertake activities identified in the Internal Audit Plan and ensure completed by due date.		
Annual Comment		
Internal Auditors have been appointed. There has been no internal audit plan developed at this stage.		
04 Manage Council's statutory responsibilities.		
Action 4.1	Completed	100%
Monitor and pursue legislative changes and ensure staff are aware of changes.		
Annual Comment		
There have been no significant changes to the FBT, GST legislation or Local Government Act during the year.		

Action 4.2 Completed 100%

Perform Council's legal responsibilities under applicable acts and regulations and ensure compliance.

Annual Comment

Council met its legislative requirements with respect to legal responsibility under applicable acts and regulations during 2013-2014.

05 Manage Council's risk.

Action 5.1 Completed 100%

Develop and implement risk management strategies in areas of corporate management to improve the annual score by 3% over 2011-2012.

Annual Comment

The Risk Management Action Plan (RAMP) 2014 was completed as part of StateWide initiative. Areas identified for action within RMAP included - Farmers Creek Dam Number 2, Hassan's Walls Reserve, Blast Furnace Park, Park Inspections, Pool Operations, Managing Footpaths, Gathering Information and Event Management.

06 Maintain an adequate level of stock for internal supply to operational programs.

Action 6.1 Completed 100%

Order and issue stock items as required with stock takes undertaken mid to end of December and June.

Annual Comment

KPI	Target	Achieved	Notes
Value of Stock as at 30 September	Total amount \$	\$499,359.00	
Value of Stock as at 31 December	Total amount \$	\$610,267.28	
Value of Stock as at 31 March	Total amount \$	\$595,598.33	Stores General Ledger balance.
Value of Stock as at 30 June	Total amount \$	\$478,517.123	Stock take finalised 27/6/2014

07 Provide quotations and/or undertake private works on request.

Action 7.1 Completed 100%

A profit is made, in accordance with Council's Work at Owners Cost Policy, on private works and the customer is satisfied with the work.

Annual Comment

A 20% profit margin listed in the fees is being charged accordingly unless the work is for a charity or a not for profit organisation.

08 Ensure the integrity and security of Council's records.

Action 8.1 Completed 100%

Register, collate, archive and dispose of Council's records in accordance with legislation, policies and procedures.

Annual Comment

During 2013-2014, 100% of the incoming mail was tasked to officers by 3pm on the day of receipt and 100% of the mail was tasked to officers within 6 hours.

09 Provide access to Council's records.

Action 9.1 Completed 100%

Asses determine and respond to requests for Council information in accordance with legislation, policies and procedures.

Annual Comment

During 2013-2014 no privacy complaints were received.

10 Ensure information which Council collects is used lawfully and for the purpose it was collected.

Action 10.1 Provide regular training to staff at induction sessions. Completed 100%

Annual Comment

Training is provided to staff as part of Council's induction sessions

Action 10.2 Completed 100%

Assess determine and respond to complaints in accordance with legislation, policies and procedures.

Annual Comment

KPI	Target	Achieved	Notes
Number of GIPPA Requests received and answered.	100%	100%	5 formal requests were received and answered.

5.1.5 Customer Service.

5.1.5.1 To ensure efficient customer service standards

- 01 Operate the one stop customer service counter including:
- Works requests
 - Bookings for community facilities
 - Cashiering
 - Certificate production
 - Customer enquiries
 - Daily mail and accounts
 - Maintaining registers
 - Registering of development applications, construction certificates and complying development applications.

Action 1.1

Completed

100%

- Internal and external customer feedback.
- Completion of all certificates in 14 days.
- Register all applications in 2 days.
- Monthly reporting completed within 7 days.

KPI	Target	Achieved	Notes
Number of Sewer Applications registered.	100%	100%	46 registered
Number of Community Hall Bookings received and receipted.	100%	100%	106 bookings received and receipted.
Number of On-site Sewer Management Applications registered.	100%	100%	46 registered
Number of Quotes for Applications issued.	100%	100%	345 issued
Number of Complying Development Applications registered.	100%	100%	19 registered
Number of Development Applications registered.	100%	100%	288 registered
Number of Section 96 Modification of Consent registered.	100%	100%	63 registered
Number of Certificate Linen Release requests registered.	100%	100%	31 registered
Number of Section 68 Solid Fuel Heater Applications registered.	100%	100%	34 registered
Number of Action Requests registered.	100%	100%	3,201 registered

Number of Certificates Processed	100%	100%	2,384 processed
Number of Water Applications registered.	100%	100%	36 registered
Number of Construction Certificates registered.	100%	100%	243 registered

02 Provide responses to correspondence.

Action 2.1 Completed 100%

A response provided within 14 days for written correspondence.

Annual Comment

All correspondence was completed on time during the year

03 Conduct Internal Service Committee to review the level of service provided to Council's internal and external customers.

Action 3.1 Progressing 85%

Review and monitor Council's service levels and implement the Action Plan for improved service in the areas of:

- Compliance and Audit
- Finance
- Engineering (roads/water)
- Town Planning
- Promotion/Communication.

Annual Comment

The process is still underway to establish the Internal Audit Committee and recruit an independent member to the Committee.

5.1.6 Employer of Choice

5.1.6.1 To build and develop a high quality staff base so that Council is an employer of choice in Lithgow

01 Implement procedures and practices which foster a desirable place to work.

Action 1.1 Completed 100%

Attract and recruit staff on merit in accordance with relevant legislation, procedures and the principles of equal employment and opportunity.

Annual Comment

Currently reviewing recruitment procedures to ensure:

- Continuous improvement of the quality of advertising.
- Recruitment agencies used when appropriate.
- E-recruitment is being investigated.

Action 1.2	Completed	100%
Provide salary, benefits and favourable working conditions in accordance with the relevant industrial legislation.		
Annual Comment		
Award salary increases are paid in accordance with the Local Government (State) Award. On-track to implement the new Local Government (State) Award 2014 from 1 July 2014.		
Action 1.3	Completed	100%
Conduct annual performance appraisals of staff by 31 October.		
Annual Comment		
2013-2014 performance appraisals were completed by 30 November 2013.		
Action 1.4	Completed	100%
Recognise longer serving employees through the recognition of service procedure.		
Annual Comment		
Service recognition was conducted as part of the annual Christmas function on 12 December 2013.		
Action 1.5	Progressing	50%
Conduct an Employee Opinion Survey.		
Annual Comment		
A joint contract through CENTROC is being investigated for conducting an Employee Opinion Survey.		
Action 1.6	Progressing	25%
Commence design of a new Salary System.		
Annual Comment		
Working with CENTROC on a Salary System design process.		
Action 1.8	Not Due To Start	0%
Implement new Salary System.		
Annual Comment		
Scheduled to commence following design of a new salary system.		
02	Provide a workplace that promotes the principles of equal employment and is free of discrimination.	

Action 2.1	Completed	100%
Implement the equal employment opportunity management plan through:		
<ul style="list-style-type: none"> • Communication of policies and programs. • Collection and recording of appropriate information. • Review of personnel practices. • Evaluate and review. 		
Annual Comment		
The following activities were undertaken in 2013-2014:		
<ul style="list-style-type: none"> • Review of policies and procedures is ongoing. • Monthly reporting to Executive Management Team. • Training for staff in Equal Employment Opportunity principles. 		

03 Provide a safe and healthy workplace.

Action 3.1

Completed

100%

Implement, monitor and review the Work Health and Safety, Rehabilitation and Environment Management System:

- Internal audits undertaken for each quarter.
- Implement WHS Action Plan.

Annual Comment

During 2013-2014 the following activities were undertaken:

- StateCover Audit Internal Audit 2013.
- Random testing for Drugs and Alcohol.
- WHS induction for new employees.
- Full implementation of the Corrective Action Process and Register.
- Emergency Evacuation trial was held in May 2014.
- The Library complemented an Emergency Evacuation trail in January 2014.
- Lithgow City Council Safety Day was held on 27 March 2014, activities included health monitoring, safety training and mental health awareness.
- Volunteer Management Application made electronic (access via Council Website) and Volunteer Register made a live document in Corporate Record System June 2014.
- Accepted invitation from StateCover to complete gap analysis of Council Health, Safety and Environment Management Systems 4 & 5 June 2014.
- Undertook Train the Trainer WHS Responsibilities for Supervisors, Incident Notification and Risk Management. April 2014.
- Training provided to all Supervisors in WHS Responsibilities June 2014.
- Incident Investigation Program reviewed and forwarded to EMT for adoption June 2014.
- Contractor Management Program reviewed and forwarded to EMT for adoption June 2014.

The following Standard Working Procedures within the Work Health Safety Management System were developed/reviewed and implemented:

- Contractor Management SWP
- Emergency Preparedness
- Incident Notification
- WHS Risk Management SWP
- WHS Records Management SWP
- Working Safely in the Sun SWP
- Personal Protective Equipment SWP.

Action 3.2

Completed

100%

Provide access to external support and Counselling service through the Employee Assistance Program.

Annual Comment

Access to the Employee Assistance Program is maintained and promoted to all staff.

Action 3.3 Provide relevant immunisations to appropriate staff against: <ul style="list-style-type: none"> Hepatitis A and B The Flu Annual Comment Flu immunisations and other vaccinations have been administered as planned.	Completed	100%
Action 3.4 Undertake 8 meetings of the Work Health and Safety Committee each year and implement activities identified. Annual Comment The WHS Committee met on a regular basis. Minutes were: <ul style="list-style-type: none"> Placed on Council's intranet. Hard copies forwarded to Supervisors for review. Placed on EMT and CMT as an agenda item.. 	Completed	100%
Action 3.5 Undertake noise monitoring and hearing tests for employees: Testing undertaken on commencement and retirement of employment. Imperilment the triennial program for relevant employees. Annual Comment Audio testing now completed for employees working in noisy environments. Testing is to occur every two years for existing staff. All new staff are required to undergo audiometric testing.	Completed	100%
Action 3.6 Promote WHS within the workplace through Committee initiatives and staff newsletter. Annual Comment WHS News is included in the Lithgow City Council Staff Newsletter. Minutes of meetings held this year forwarded to all areas of Council via email. Hard copies requested to be attached to notice boards and electronically can be viewed from Council Intranet	Completed	100%
Action 3.7 Priority actions identified and implemented from the WHS Management System and Work practices External Audit. Annual Comment The following activities were undertaken in 2013-2014: <ul style="list-style-type: none"> Creation of the Work Health & Safety Action Plan 2013-2014. Review of the Incident Notification System. Review of the Contractor Management System. SWP and investigation process improved and implemented. Train the Trainer competencies in WHS Responsibilities. Incident Notification and Risk Management. Gap Analysis completed by External Auditors 4 & 5 June to be reported for upcoming financial year 2015. Undertook Random Alcohol and Other Drug testing 10 people selected and tested. 	Completed	100%

Action 4.1 Completed 100%

Implement the training plan with all identified training completed by 30 June.

Annual Comment

Training is scheduled as per training plan to ensure that all training events are completed by the end of the Financial Year. During 2013-2014 the following training was undertaken:

- 10 Staff commenced Diploma of Management training as part of the Leadership Program
- GIPA training
- Health & Safety Committee Chairperson
- Staff inductions
- Traffic Control (Yellow and Blue Card),
- Armed Hold -up
- First Aid
- Confined Spaces
- Load shifting
- Personal Assistant.
- Local Government Managers' Toolkit
- National Relay Service Information Session
- Rangers Conference
- Firearms accreditation
- Project Management Workshop
- Records Conference
- Drinking Water Guidelines
- Minute taking
- On-site Wastewater Management
- Water & Wastewater Operations
- Pool Lifeguard training
- White Card
- Aquatic Supervision
- Confined Spaces
- On-Line Training for Supervisors
- Mental Health for Supervisors
- Chemical Handling
- Emergency Evacuation
- Corporate Planning & Reporting System
- Superannuation.

A full day Safety Training Event was undertaken on 27 March 2014. Key areas were:

- Manual Handling
- Mental Health & Wellbeing
- Hearing Checks
- Skin Checks
- Healthy Eating Promotion
- Individual Health Checks.

Action 4.2 Completed 100%

Prepare the draft training plan for 2013-2014 from training objectives identified in the annual performance appraisals of staff by 30 November.

Annual Comment

Draft Training Plan for 2014-2015 completed.

Action 4.3 Completed 100%

Programs and materials for training purchased and within budget.

Annual Comment

Materials for training are purchased on an as needs basis and within budget.

5.1.7 Information Systems Management

5.1.7.1 To ensure effective management of information systems that comply with legislative requirements.

01 Ensure high service levels of Council's information and communications network.

Action 1.1	Completed	100%
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Manage and maintain the communications networks ensuring they are operational and accessible greater than 98% of the year.

- Software maintenance
- Equipment Leasing
- Hardware Maintenance
- Information Communication Technology maintenance

Annual Comment

Networks and systems maintained and available greater than 98%.

Action 1.2	Completed	100%
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Upgrade technology

- Upgrade microwave link to library
- Corporate Planning & Reporting Software
- PC/Server Replacements
- Backup/Storage/DR

Annual Comment

Upgrade to microwave link and data storage facilities completed.

Action 1.3	Not Due To Start	0%
-------------------	------------------	----

Mobile module for Asset system

Annual Comment

This activity is scheduled to be undertaken in 2014-2015.

Action 1.4	Not Due To Start	0%
-------------------	------------------	----

Independent security audit

Annual Comment

This activity is scheduled to be undertaken in 2014-2015.

Action 1.5	Completed	100%
-------------------	-----------	------

Manage the leases for copiers, general computers and printers ensuring they are operational and accessible greater than 98% of the time.

Annual Comment

A new multi-function printer was leased for the Rural Fire Service

02 Comply with current Information Technology licensing requirements.

Action 2.1 Completed 100%

Ensure all software licensing is current:

- Property System
- Finance/Payroll System
- Dataworks/ECM
- Microsoft
- Map Info/Exponaire
- Spydus Library System
- ID Profile/Atlas
- Confirm Asset Management System

Annual Comment

All software licences are current.

03 Enhance Council's geographical information system (GIS).

Action 3.1 Completed 100%

Maintain and continue development of the geographical information system to ensure integrity with Council's property system.

Annual Comment

Council continued to work with Land and Property Information Service to provide realignment for cadastral data. Areas included Hartley, Extension estate, Vale of Clywdd, and Bowenfels.

04 To comply with current legislative requirements

Action 4.1 Completed 100%

Commence review of E-Planning requirements in accordance with legislation.

Annual Comment

Online DA tracking and searching was made available through Council's website. The mobile inspection project commenced.

Action 4.2 Not Due To Start 0%

Implement changes to the automated 149 Certificate System in accordance with the Principal LEP once gazetted.

Annual Comment

Scheduled to occur following gazettal of the Draft Local Environmental Plan.

5.1.8 Local Environmental Planning and Development

5.1.8.1 To ensure the long-term sustainability of infrastructure and land that underpins and supports LGA growth

01 Seek developer contributions

Action 1.1 Completed 100%

- Development contributions are collected and administered in accordance with adopted Contributions Plan.
- Planning agreements are negotiated and administered according to the adopted Policy.

Annual Comment

Development contributions are collected as required.

02 Continued review of Internal Development Assessment Process for development under both Part IV and Part V and EP&A Act, 1979.

Action 2.1 Completed 100%

- Undertake an internal audit of existing processes.
- Part 1V and Part V Development Process developed.
- Adoptions of Part 1V and Part V Development process by Council.

Annual Comment

The Internal Audit process is in place and occurring as required.

5.1.9 Plant and Equipment

5.1.9.1 To provide plant and equipment to undertaken works.

01 Maintain Council's fleet of plant and equipment.

Action: 1.1 Completed 100%

Maintained in accordance with manufacturer's specifications to the satisfaction of internal and external customers.

Annual Comment

Completed within budget.

02	Provide an ongoing plant and vehicle replacement program suitable to Council's Operational needs.
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Action 1.2

Completed

100%

Larger annual plant purchases to include:

- Plant
- Trucks
- Mowers/Tractors
- Utilities/4WD
- Light Vehicles
- Minor Plant

Annual Comment

All purchases made in accordance with program.

2013/14 – Recommended Variations to Program of Works – Our Community

There are 7 variations to the Program of Works for Our Community as detailed in the Operational Plan adopted by Council on 27 May 2013 (Min. No. 13-165).

Project Name	Description of Works Program/Key Performance Indicator	Proposed Variation	Reason
Customer Service	Review and monitor Council's service levels and implement the actions for improved service.	Work in progress	The process has commenced to establish an Internal Audit Committee and recruit independent members to the Committee.
Employer of Choice	Conduct an Employee Opinion Survey.	Work in progress	Council is currently investigating joint contract options with CENTROC.
	Commence design of a new Salary System.	Work in progress	Council is working with CENTROC on a Salary System design process.
	Implement a new Salary System.	Deferred	Scheduled to commence following design of a new salary system.
Information Systems Management	Mobile module for Asset System	Deferred	This activity is scheduled to be undertaken in 2014-2015.
	Independent security audit.	Deferred	This activity is scheduled to be undertaken in 2014-2015.
	Implement changes to the automated 149 Certificate System in accordance with the Principal LEP once gazetted.	Deferred	This activity is scheduled to occur following gazettal of the Draft Local Environmental Plan.

5 Responsible Governance and Civic Leadership

Statements Against Reporting Requirements

Condition of Public Works

A condition index has been used to describe the condition of each type of asset. The condition description is based on the following condition index:

Condition Description	Condition Index
Near perfect	1
Superficial deterioration	2
Deterioration evident	3
Requires major reconstruction	4
Asset unserviceable	5

Further details of the condition of particular assets are provided in Special Schedule 7 of the Financial Statements within this Report. The following should be noted:

- The estimate of cost to bring public works up to a satisfactory standard is based on the condition of the asset and an adjustment for the Consumer Price Index.
- Council has adopted a strategic approach to the management of its varied and extensive assets. During 2013/14 Council continued to identify value and develop works programs for all its assets.

Legal Proceedings

The following table provides a summary of legal proceedings in which Council was a party to in 2013-2014:

Matter	Amount	Progress or Outcome
Kosmala v Lithgow City Council – Prosecution for illegal by-passing of water metre – Section 636(1)(c) Local Government Act 1993.	\$2,000	Appeal heard during 2013/14. Original outcome upheld. Court costs awarded.
Miller V Lithgow City Council & Anor		2010/11 - Supreme Court Action 2012-2014 – Awaiting Directions Hearing to be held in September 2014
Lithgow City Council V's Fuller – Protection of the Environment Operations Act Infringements.	\$3,643.86	Actions were withdrawn

Fees, Expenses and Facilities Provided to the Mayor and Councillors

Fee, Expense or Facility	Amount
Mayoral allowance	\$30,447
Councillor fees	\$64,681
Provision of a mobile phone for the Mayor	\$1,667
Provision of iPads for Councillors (including hardware).	\$3,233
Telephone calls	Nil
Mayoral Vehicle NOTE: The Mayor paid \$2,310 lease fee for private use during the reporting period which is the amount applicable from the date Council adopted its policy on the payment of expenses and provision of facilities to Councillors.	\$2,310
Attendance of councillors at conferences and seminars	\$5010 (GST inc)
Training and skill development	\$1,822
Interstate visits	Nil
Overseas visits	Nil
Expenses of any spouse, partner or other person who accompanied a councillor	Nil
Provision of care for a child or an immediate family member	Nil

NOTE: Includes service award, board membership, parking and meals.

Council at its meeting of 16 April 2007 adopted a policy regarding the payment of expenses and provision of facilities to Councillors. A copy of the Policy is provided in Appendix B.

Overseas Visits

There were no overseas visits undertaken during 2013-2014.

Senior Staff

Council had 1 senior staff position throughout the year. The total remuneration packages of the senior staff are provided in the following table:

Item	General Manager
Total value of salary component of package	\$182,669.84
Total amount of any bonus payments, performance or other payments that do not form part of salary component	Nil
Employer compulsory superannuation or salary sacrifice	\$22,510.32
Total value of non-cash benefits	\$21,900
Total payable fringe benefits tax	\$2,839

Contracts Awarded over \$150,000

Council resolved to award the following contracts in 2013/14 which were over \$150,000:

Contract Description	Contractor	Amount*
Upgrade of the south Littleton/South Bowenfels Wastewater Infrastructure.	Precision Civil Infrastructure Pty Ltd	\$3,368,373
Supply and delivery of pre-mixed concrete.	Hanson Construction Materials Pty Ltd.	\$160 plus GST for 20Mpa plus delivery
	Hy-Tec Industries Pty Ltd	\$180 plus GST for 20Mpa including delivery
Consultancy services including technical design and contract administration.	Facility Design Group	\$161,500 ex GST
Project management for Stages 2 & 3 of the Lithgow Aquatic Centre Redevelopment.		\$50,000 ex GST

Contract Description	Contractor	Amount*
Supply of Bitumen Services – Estimated	Fulton Hogan Industries Pty Ltd	\$282,448 (Estimated)
• Bitumen Sealing of Willow Vale Lane, Wallerawang (1,100m ²)		\$86,684
• Bitumen Sealing of Reserve Road Marrangaroo (13,600m ²)		\$112,971
Clarence Water Transfer Upgrade	Allflow Systems & Solutions	\$988,229
Stage 2 Farmers Creek Flood Mitigation Project	Peters Earthmoving	\$2,381,407.82
Plant Hire Tarana Road Project	Dukes Civil Pty Ltd	Up to \$2,000,000

Bushfire Hazard Reduction Activities

Council participated in several committees and provided support through the Service Level Agreement with the Rural Fire Service.

Programs that Promote Services and Access for People with Diverse Cultural and Linguistic Backgrounds

In 2013-2014 Council undertook the following activities in relation to people with diverse cultural and linguistic backgrounds:

Council worked with local schools and community organisations in planning Harmony Day celebrations in March 2014.

Council worked with Lithgow Information and Neighbourhood Centre to establish a multicultural group.

Council undertook a study, jointly funded by the NSW Migration Heritage Centre, of migration trends to Lithgow and the social history of migrants. The study aims to inform the collection development of local museums in relation to migration.

Local Ethnic Affairs Priority Statement

The Social Plan 2006-2011 identified the development of a detailed Ethnic Affairs Priority Statement as an action and as such a Statement was prepared and adopted by the Council at its Ordinary Meeting of 17 December 2007. (Minute 07-546).

The Local Ethnic Affairs Priority Statement aims to:

- Create an environment where people from diverse cultural and linguistic backgrounds have equitable access to Council services and are encouraged to participate in Council's planning processes.
- Recognise value and promote the community of diverse cultural and linguistic backgrounds and its contribution to the community through increasing community awareness of cultural diversity and promoting community harmony.

List of Multicultural Services

A link to the Bathurst Information & Neighbourhood Centre's Migrant Support Service is maintained on Council's community website.

Activities to Develop and Promote Services and Programs that Provide for the Needs of Children

The following activities were undertaken and supported by Council relating to the development and promotion of programs and services that provide for the needs of children during 2013-2014:

- Council participated in Lithgow Child Protection Interagency including planning of family fun days.
- Council provided Financial Assistance to a number of children's programs.
- An online Children's Service Directory was developed and made available on Council's website.
- Two free Wizard of Oz Christmas concerts were held in Portland and Lithgow attended by several hundred families.
- A school excursion program was developed for Eskbank House and Museum

Children's Activities at the Lithgow Library Learning Centre

The following activities were held at the Lithgow Library Learning Centre for children during the year:

- Homework Zone operated four afternoons per week during school term offering assistance with homework and school projects.
- Children's story time sessions were held two times per week during school term with over 400 children and parents attending.
- 6 children's craft sessions were held during school holidays.

Financial support for children's programs and services

Council's Financial Assistance Program in 2013/14 provided funding to the following organisations which provide programs and/or services for children:

- St Patricks School P&F Association
- Pied Piper Pre-School Wallerawang
- Lithgow Child Protection Interagency Family Fun days
- LINC Bowenfels Family Fun Days

Access and Equity Activities

Activities undertaken or participated in by Council in relation to access and equity included the following during 2013-2014:

- Provision of financial assistance to community organisations a number of which were for particular target groups including the aged, youth, women and children.
- Council provides free online census information to the community to assist them in understanding the community's profile and needs.
- Council's Disability Access Committee (DAC) continued to meet and finalised in late 2013-2014 a Disability Action Plan which was adopted by Council in early 2014-2015.

Social Plan 2006-2011

The Social Plan 2006-2011 was adopted by Council on 20 November 2006 (Min No. 06-392) and nominates as target groups:

- Children
- Young people
- Women
- People with disabilities
- Aboriginal and Torres Strait Islander people
- People from culturally and linguistically diverse backgrounds
- Older people
- Men
- Gay, lesbian, bisexual and transgender people
- Department of Housing residents
- Sole parents.

At its Ordinary Meeting of Council held on 4 June 2012 (Resolution Number 12-182) Council adopted the Community Strategic Plan 2015 – Our Place...Our Future. All of the identified actions within the Social Plan have been incorporated into the Community Strategic Plan.

Youth Council

10 meetings of the Youth Council were held during 2013-2014.

Financial Support for Youth Programs and Services

Council Financial Assistance Program for 2013-2014 provided funding to the following organisations which provide programs and/or services for youth:

- Portland school/ Industry Links Program
 - PCYC disadvantaged youth scholarship program
 - Lithgow Community Projects Youth and Women's art groups
 - Lithgow Community Projects protective behaviours program.
 - Lithgow Family Support Youth Program
 - Mitchell Conservatorium Student Scholarships
 - Portland Youth centre programs
 - Home Interaction Program for parents and Youngsters
 - Western region Academy of Sport
 - School presentation Awards
-

Summary of Resolutions Concerning Work Carried Out on Private Land and any Subsidies Related to the Work

There were no resolutions passed during 2013-2014 in accordance with the provisions of section 67(2)(b) of the Local Government Act 1993 relating to Council subsidising the cost of any works carried out on private lands.

Grants and Donations

During 2013-2014, Council provided Financial Assistance under section 356 of the Local Government Act 1993 to the value of \$166,819. The organisations who received Financial Assistance included the following:

Organisations Which Received Non-Recurrent Financial Assistance	
Rydal Show	Rydal Village Association Daffodils At Rydal
Mingaan Aboriginal Corporation NAIDOC Week Celebrations	Mitchell Conservatorium
LINC Bowenfels Family Fun Days	Lithgow Community Transport
Pied Piper Preschool Wallerawang	Lithgow Cares Campaign
Barton Park Arboretum	Lithgow Family Support
Lithgow Community Projects Protective Behaviours	Lithgow Community Projects Youth And Women's Art Programs.
Portland Crystal Theatre Projector Purchase	Lithgow City Band
Hampton Cricket Club	Lithgow District Car Club
State Mine Heritage Park	Portland Men's Shed

Organisations Which Received Non-Recurrent Financial Assistance	
Lithgow Mining Museum	Aboriginal Banner
Lithgow Child Protection Interagency Family Fun Days	Tarana Tanker Trailers
Portland Development Association Annual Spring Festival	Portland Bowling Club
Lithgow Men's Shed	Friends Of St Johns
Lithgow Croquet Club	Home Interaction Program For Parents And Youngsters
Hartley District Progress Association	Lithgow Greyhound Racing Club
First Australian Muzzleloading Pistol Club	Portland District Motor Sports Club
Lithgow Senior Citizens Club	Capertee And District Progress Association
Wallerawang Indoor Sports Association	St Patricks School Parents And Friends Association
Parkinson's NSW fee waiver for Lake Wallace	

Organisations which Received Recurrent Financial Assistance	
Western Region Academy of Sport	Lithgow, Portland, Wallerawang and Cullen Bullen Tidy Towns
White Ribbon Day	Local School Presentations
Portland Golf Club	LINC Rental Assistance
Lithgow Golf Club	Lithgow Business Association
Portland Art Show	Lithgow Show
Arts Outwest	Ironfest

Human Resources Activities Undertaken by Council

Human resource activities for 2013-2014 have included:

- The appointment of 11 people to permanent positions
- 9 people left permanent employment with Council.
- The Occupational Health and Safety Committee meet every 4 weeks.
- 14,393 hours of sick leave was taken by employees.
- There were 61 incidents reported with 21 of these resulting in a worker's compensation claim.
- The Consultative Committee meet every month.
- Staff Recognition of Service Award Presentation was held in December.
- Training provided to employees during the year included the following:

- 10 Staff commenced Diploma of Management training as part of the Leadership Program.
- GIPA training
- Health & Safety Committee Chairperson
- Staff inductions
- Traffic Control (Yellow and Blue Card),
- Armed Hold -up
- First Aid
- Confined Spaces
- Load shifting
- Personal Assistant.
- Local Government Managers' Toolkit
- National Relay Service Information Session
- Rangers Conference
- Firearms accreditation
- Project Management Workshop
- Records Conference
- Drinking Water Guidelines
- Minute taking
- On-site Wastewater Management
- Water & Wastewater Operations
- Pool Lifeguard training
- White Card
- Aquatic Supervision
- Confined Spaces
- On-Line Training for Supervisors
- Mental Health for Supervisors
- Chemical Handling
- Emergency Evacuation
- Corporate Planning & Reporting System
- Superannuation

A full day Safety Training Event was undertaken on 27 March 2014. Key areas were:

- Manual Handling
- Mental Health & Wellbeing
- Hearing Checks
- Skin Checks
- Healthy Eating Promotion
- Individual Health Checks

Activities Undertaken to Implement Council's Equal Employment Opportunity Management Plan

The following activities were undertaken to implement Council's Equal Employment Opportunity Management Plan:

- The integration of equal employment opportunity principles in recruitment and selection, annual performance reviews, the development of position descriptions, the development of the Training Plan, the ongoing maintenance of Council's training database and requirements relating to progression through Council's Salary Management System.
- All new employees were inducted including training on equal employment harassment and bullying prevention.
- A review of employee work procedures continued to ensure that they conform to equal employment opportunity principles.

External Bodies Exercising Functions Delegated by Council

There were no functions delegated by Council to external bodies during 2013-2014.

Companies in which Council held a Controlling Interest

Council did not hold the controlling interest in any one company.

Categorisation of Council Business and the Implementation of Competitive Neutrality Principles

Council operates the following businesses:

Category 1

- Wastewater
- Water

Category 2

- Land Development

Council has complied with the principles of competitive neutrality in relation to pricing, taxation equivalents, Council rates and charges and corporate taxation equivalents. No complaints have been received in relation to competitive neutrality and Council on 16 October 2006 resolved to adopt a policy to ensure that competitive neutrality complaints are dealt with in an efficient manner (Min No. 06-349). A copy of the Policy is provided in Appendix C and is also provided on Council's website www.lithgow.nsw.gov.au.

The Financial Statements for the Category 1 and 2 businesses are disclosed in Appendix A.

Partnerships, Co-operatives or Joint Ventures to which Council was a Party

Council was a party to the following partnerships, co-operatives or joint ventures:

Name	Purpose
Central Tablelands Strategic Alliance (Lithgow City Council, Mid-West Regional Council and Oberon Council).	An alliance to benefit from economies of scale and increase the range and quality of services to residents, improve lifestyle and where possible to reduce the cost of these services to ratepayers.
Central West Regional Councils (CENTROC)	An organisation of councils for the sharing of knowledge, bulk purchasing, provision of human resource services such as training, promotion of the area for filming and driver for improvements to the region.
Delta Electricity	Provision of the tutor for the Homework Centre at the Lithgow Library Learning Centre and sponsor of Australia Day celebrations.
Lithgow Community Health and Centrelink	Books for Babies Program which provides literacy material for each newborn.
NetWaste	An organisation of councils for the purpose of sharing resources and knowledge, and co-ordinating the planning of waste issues at regional and sub-regional levels.
State Library of NSW	Provision of support service for the Lithgow Library Service.
Sydney Catchment Authority	Council entered into an agreement for the ongoing costs for the UV Disinfection Units at the Lithgow and Wallerawang Sewerage Treatment Plants.

Stormwater Management Services

The following table details the amount of income received from the stormwater charge and expenditure on stormwater management services in 2013-2014:

Stormwater Management Services	
Income from stormwater charge	\$241,836
Expenditure on stormwater management services	\$351,639

Further information on stormwater works is provided in the section of this report detailing Council's performance in terms of the functions listed in the Management Plan.

Planning Agreements

There were no planning agreements approved by Council in 2013-2014.

Companion Animals

The following information is provided on Council's activities during 2013-2014 in relation to enforcing and ensuring compliance with the provisions of the Companion Animals Act 1998 and the Companion Animals Regulation 1999:

Activity	Achievement																
Lodgement of pound data collection returns with the Division of Local Government.	The pound data collection return for 2013-2014 has been provided to the Department of Local Government.																
Lodgement of data relating to dog attacks with the Department of Local Government.	All dog attacks were reported on the Companion animal Register website.																
The use of funding from the Companion Animals Fund and the amount spent on companion animal management and activities.	<p>The following table shows income received in relation to companion animals and the amount of money expended on companion animal management and activities during 2013-2014:</p> <table> <tr> <th>Budget Item</th><th>Amount</th></tr> <tr> <td colspan="2">Income</td></tr> <tr> <td>Department of Local Government</td><td>\$11,291.25</td></tr> <tr> <td>Impounding, sale, surrender and fines</td><td>\$15,358.75</td></tr> <tr> <td colspan="2">Expenditure</td></tr> <tr> <td>Employee Costs</td><td>\$5,131.39</td></tr> <tr> <td>Pound Expenses</td><td>\$78,800.02</td></tr> <tr> <td>Total</td><td>(57,281.41)</td></tr> </table> <p>Council collects income during the year from the Microchipping and registration of companion animals and forwards this to the Department of Local Government which in turn reimburses council a proportion of these fees. Council uses this income and income derived from the impounding, sale, surrender and fines to undertake companion animal management activities.</p>	Budget Item	Amount	Income		Department of Local Government	\$11,291.25	Impounding, sale, surrender and fines	\$15,358.75	Expenditure		Employee Costs	\$5,131.39	Pound Expenses	\$78,800.02	Total	(57,281.41)
Budget Item	Amount																
Income																	
Department of Local Government	\$11,291.25																
Impounding, sale, surrender and fines	\$15,358.75																
Expenditure																	
Employee Costs	\$5,131.39																
Pound Expenses	\$78,800.02																
Total	(57,281.41)																
Companion animal community education programs	During 2013-2014, education focused on the know your pet program presented to local Primary Schools																
Strategies to promote and assist the de-sexing of dogs and cats	Promotion of discounted costs for registering de-sexed animals																
Strategies to see alternatives to euthanasia for unclaimed animals	Council has rehoused and fostered unclaimed animals																
Off leash areas provided	A total of 4 off leash area are provided in the Local Government Area, being 2 in Lithgow and 1 in each of Portland and Wallerawang.																



9. GOVERNANCE

Policy 9.3

COMPETITIVE NEUTRALITY

Version 3

9. GOVERNANCE

9.3 COMPETITIVE NEUTRALITY

OBJECTIVE:

To ensure Council deals with complaints regarding competitive neutrality in an efficient manner.

POLICY:

INTRODUCTION

In April 1995, the Council of Australian Governments (COAG) ratified the National Competition Policy. The Policy is aimed at increasing consumer and business choice, reducing production and transportation costs in an effort to lower prices for goods and services, and creating an overall business environment in which to improve Australia's international competitiveness.

One of the major components of the National Competition Policy is the principles contained in the *Competition Principles Agreement*. The Agreement is aimed at encouraging, efficient public sector (government) service provision by exposing public (government) business functions to competition, where appropriate. The Agreement provides a policy framework that facilitates the creation of competitive markets for public sector goods and services, where appropriate.

The Competition Principles Agreement requires the creation of an effective regime to deal with complaints that Council business activities are not competing in the market against private businesses on a "level playing field" and are operating with competitive advantage.

This document constitutes a formal mechanism established by Lithgow City Council for the handling and management of competitive neutrality complaints. By establishing clear guidelines and procedures for the handling and management of competitive neutrality complaints, the Council will be in stronger position to ensure:

- non regulatory service functions operate under similar competitive pressures to those experienced by the private sector; and
- Services provided are relevant, cost effective and operationally efficient.

This document has a threefold purpose.

- Firstly, it may be used by members of the public and the owners of businesses competing in the same market as Lithgow City Council to submit complaints to the Council alleging that the Council is operating with net competitive advantages as a result of the Council's ownership of a business activity or service.
- Secondly, it will provide a formal mechanism for the investigation, determination and advice of the outcome of a complainant alleging that non regulatory service functions discharged or business activities operated by the Council are operating with competitive advantage over other private businesses.
- Thirdly, it will serve to ensure that Council staff continuously monitor non regulatory services provided by the Council operate under the principles of Competitive Neutrality.

THE COMPETITIVE NEUTRALITY PRINCIPLE

Competitive neutrality is one of the principles of National Competition Policy which is applied throughout Australia at all levels of Government, including Local Government. Competitive neutrality is based on the concept of a “level playing field” for competitors in a market, be they public or private sector competitors. Government business organisations, whether they are Commonwealth, State or Local Government, should operate without net competitive advantages over businesses as a result of their public ownership.

Where Lithgow City Council competes in the market place with other private businesses, the Council will do so on the basis that it does not utilise its public position to gain an unfair advantage over private businesses who may be in competition with the Council.

WHAT IS A COMPETITIVE NEUTRALITY COMPLAINT?

A complaint regarding competitive neutrality **IS**:

- A complaint Lithgow City Council has not met its requirements under the National Competition Policy Statement of Pricing and Costing for Council Businesses - a Guide to Competitive Neutrality and includes concern that the Council has not established an effective Competitive Neutrality Complaints Management System.
- A complaint that Lithgow City Council has not abided by the spirit of competitive neutrality in the conduct of Council business activities.

A competitive neutrality complaint is **NOT**:

- A complaint regarding the level of service provided by a business activity such as water quality inadequate, a mobile garbage bin not collected or the condition of a road or footpath.
- A complaint regarding the cost of the service, unless it is that Lithgow City Council has not costed the service the service to take competitive neutrality into account.
- A complaint regarding the trade practices laws and their application to the Lithgow City Council.

COUNCIL BUSINESS ACTIVITIES SUBJECT TO COMPETITIVE NEUTRALITY

Category 1 Business Activities

The following Lithgow City Council owned and operated activities have been categorised as *Category 1 Businesses* and are subject to competitive neutrality. Each business activity has an annual gross operating income over \$2M per year.

- Water
- Sewerage

Council has adopted the following attributes in respect of Category 1 Business Activities:

- A Corporatisation Model

- Full cost attribution including:
 - tax equivalent regime payments
 - debt guarantee fees, where the business benefits from Council's borrowing position by comparison with commercial rates
 - return on capital invested
- Identified any subsidies paid to the business
- Operate within the same regulatory framework as private businesses

HOW TO LODGE A COMPETITIVE NEUTRALITY COMPLAINT

A competitive neutrality complaint should be made in writing using a standard form available for that specific purpose from the Customer Service Centre at the Lithgow City Council Administrative Headquarters, 180 Mort Street Lithgow.

Complaints may also be made over the counter and by telephone. Council's Public Officer will provide advice and assistance with the preparation and submission of competitive neutrality complaints.

1. Time Limits

Competitive neutrality complaints will be acknowledged within 7 days and responded to by Lithgow City Council within 30 days of the date of submission of the complaint.

If the competitive neutrality complaint requires detailed investigation, the complainant will be informed of progress at regular intervals.

2. Remedies

Competitive neutrality complaints which establish that Lithgow City Council:

- (i) has not met its requirements under the National Competition Policy Statement or *Pricing and Costing for Council Businesses - a Guide to Competitive Neutrality*;

OR

- (ii) has not abided by the spirit of competitive neutrality in the conduct of Council business activities,

will result in changes to the Council's business practice to ensure future and continued compliance with the principle of competitive neutrality.

3. Alternatives

Any complainant dissatisfied with Lithgow City Council's determination of a competitive neutrality complaint may refer the complaint to either the:

- NSW Department of Local Government; or
- NSW Ombudsman; or
- NSW Independent Commission Against Corruption (ICAC); or
- Australian Competition and Consumer Commission (ACCC).

Alternatively, the competitive neutrality complaint may be referred direct to one of these agencies and Lithgow City Council bypassed.

WHO WILL BE DEALING WITH THE COMPETITIVE NEUTRALITY COMPLAINT?

The Lithgow City Council Public Officer will diligently, fairly and honestly investigate all competitive neutrality complaints. The Public Officer will submit an investigation report to the Council's General Manager within 21 days of the competitive neutrality complaint being received. Where the complaint is justified, such report will contain recommendations for changes to the Council's business activities practice to ensure future and continued compliance with the principle of competitive neutrality.

A response to the competitive neutrality complaint will be provided by the General Manager within 30 days of the date of submission of the complaint.

The Public Officer performs a role which is independent and separated from the management and control of Council business activities.

CONFIDENTIALITY

All competitive neutrality complaints received will be determined by the Council in the strictest confidence.

FURTHER INFORMATION

Further information or advice may be obtained by contacting the Lithgow City Council Public Officer between 8.15 am and 4.30 pm on telephone (02) 6354 9999. All enquiries or requests for further information will be maintained in the strictest confidence.

Maintained by Department:	Operations	Approved by:	Council		
Reference:	Dataworks: Policy Register	Council Policy No:	9.3	Effective Date:	
Min No:	V1 - 06-349 V2 - 008-165 V3 - 14-140	Version No:	3	Review Date:	Oct 2009 Jul 2013
Attachments:					



9. GOVERNANCE

Policy 9.5

PAYMENT OF EXPENSES AND PROVISION OF FACILITIES TO COUNCILLORS

Version 6

9. GOVERNANCE

9.5 PAYMENT OF EXPENSES AND PROVISION OF FACILITIES TO COUNCILLORS

OBJECTIVE

To comply with the provisions of Section 252 of the Local Government Act, 1993 and adopt policy concerning the payment of expenses incurred or to be incurred by, and the provision of facilities to, the Mayor and Councillors in relation to discharging the functions of civic office.

POLICY

Through their role councillors are entitled to be provided with the necessary resources and facilities including the reimbursement of expenses in order to enable them to fully perform the role of a Councillor.

Council's services, as detailed in this Policy, are available to Councillors while carrying out the functions of civic office. These services, unless specified, are not available for use by a spouse, partner or members of a Councillor's family.

Councillors are encouraged to pool or share facilities where possible in order to make the best use of Council's resources. Councillors are also encouraged to limit their use of the expenses and resources provided for in this Policy to the minimum required whilst still allowing them to effectively and efficiently discharge the functions of their civic office.

Expense limits apply to several categories of expenditure. If an expense limit applies it will be shown against that item. Councillors who exceed an annual limit will be required to reimburse Council. Please note that all expense limits are exclusive of GST.

Facilities supplied to Councillors are not to be converted or modified in any way and may only be used for carrying out the functions of civic office.

This Policy is to be read in conjunction with the Council's Code of Conduct.

PART 1 – PAYMENT OF EXPENSES

1.0 Responsibility and Accountability

- 1.1 Councillors are responsible for providing original receipts to support claims for reimbursement of expenses and to complete any documentation in support of a claim for reimbursement. Only those expenses explicitly covered in this Policy will be reimbursed.
- 1.2 Requests for reimbursement must be received within two months of the cost being incurred. Receipts received outside of this time limit may be accepted in exceptional circumstances, subject to the approval of the Mayor and General Manager.
- 1.3 Any advance payment made for the cost of a service associated with a civic duty must be reconciled within two months of receiving such payment.
- 1.4 The Councillors' Expenses Policy must be submitted to the Division of Local Government by 30 November each year or at a time specified by the Division.

- 1.5 The Councillors' Expenses Policy is to be available on the Council's website.
- 1.6 The Finance Manager is responsible for providing a statement of the total amount expended on the provision of these facilities and resources in the Annual Report. This is a requirement of Section 428 of the Local Government Act 1993.

2. Travel (Outside the Lithgow City Council LGA)

- 2.1 Councillors will be entitled to travel to State Government sponsored ad hoc committees and official engagements and functions, where the Councillor has been authorised by the Council by way of a resolution or is deputising for the Mayor or Deputy Mayor.
- 2.2 Where prior notice is given, Councillors will be provided with a motor vehicle when required to attend conferences, seminars, meetings and official engagements and functions.
- 2.3 The Councillor in charge of the vehicle at the time of any infringement notice shall be responsible for all traffic and parking fines incurred.

3. Overseas Travel

- 3.1 Councillors may only undertake overseas travel where the Council has specifically authorised a councillor's itinerary and specifically authorised reimbursement by way of a Council resolution made prior to the trip being taken. The resolution must specifically:
 - name any Councillor(s) authorised to undertake overseas travel;
 - indicate the reason the travel has been deemed to be necessary; and
 - include a determination of any reimbursement of expenses.
- 3.2 Councillor/s must have successfully supplied to Council (in an open session of a council meeting) details via a written report that illustrates the nexus of their overseas trip with the policies and/or objectives of the Council and the report must illustrate the community benefit that will arise from the trip.
- 3.3 The lack of a resolution to reimburse expenses that specifically names the Councillor(s) will preclude the approval of the reimbursement of any travel expenses.
- 3.4 Reimbursements will be on items submitted as receipts or tax invoices only where proof of payment is provided and the appropriate claim form is completed.
- 3.5 Advance payments for any expenses expected to be incurred will not be provided.
- 3.6 Spouses, partners or accompanying persons shall NOT be entitled to any reimbursement of travelling expenses.
- 3.7 Reimbursement will be made available provided that travel is undertaken expediently, and by the shortest practicable route, and reimbursement is subject to a formal claim being lodged not later than two (2) months after the expense was incurred.

4. Travel (Inside the Lithgow City Council LGA)

- 4.1 Councillors will be reimbursed travel expenses in accordance with the Australian Taxation Office approved rates for use of private motor vehicles to attend the following:
- Council meetings;
 - Council Committee meetings;
 - Working Group meetings to which the Councillor is the nominated delegate;
 - Section 355 Committee meetings;
 - External Organisations/Committee Meeting, to which the Councillor is the nominated Delegate, except where fees are paid to the Councillor by the external organisation;
 - Workshops convened by Council;
 - Public Meetings convened by Council;
 - Training programs relating to the role of the Council;
 - Inspections within the area of the Council, undertaken according to a resolution of Council or arranged by Council;
 - A formal function or meeting where a formal invitation to attend arises only as a result of their position as a Councillor.
- 4.2 Reimbursement will be made available provided that travel is undertaken expediently, and by the shortest practicable route, and reimbursement is subject to a formal claim being lodged not later than two (2) months after the expense was incurred.
- 4.3 Council shall not reimburse travelling expenses for distances of less than 10km.
- 4.4 Advance payments for any expenses expected to be incurred will not be provided.
- 4.5 Spouses, partners or accompanying persons shall not be entitled to any reimbursement of travelling expenses.

5. Travel Expenses

- 5.1 All travel should be undertaken by utilising the most direct route and the most practicable and economical mode of transport.
- 5.2 **Use of Private Car** - Where a Councillor uses their private vehicle, including car share and vehicle rental, to attend an approved conference or seminar outside the Lithgow Local Government Area. The rate as prescribed by the NSW Local Government Award shall be applied.
- 5.3 **Train Travel** - Train travel may be first class, including sleeping berths where necessary.
- 5.4 **Transfers** – Taxis, coaches and other transfer transport expenses, including at the destination point, may be reimbursed for approved travel.
- 5.5 **Accommodation** - Council will pay reasonable accommodation including night before and/or after conferences, meetings, or seminars where it is impractical to travel. Accommodation selected shall be approved by the Mayor and General Manager.

- 5.6 **Sustenance** - Council will be responsible for the reasonable cost of meals where they are not otherwise provided e.g. at conferences.

6. Official Engagements and Functions

Council will be responsible for the expenses of Councillors to attend meetings, official engagements and functions where the Councillor has been authorised by the Council; the Mayor and the General Manager; or is deputising for the Mayor within the LGA. Expenses relating to a Councillor's partner will be the responsibility of the Councillor.

7. Annual Councillor Professional Development Discretionary Vote

- 7.1 All Councillors will be allocated the sum of \$2,000 annually, (subject to review by Council annually in conjunction with the Management Plan) to specifically provide for the professional development of Councillors.
- 7.2 Amounts remaining unexpended as at 30 June each year will expire and any unexpended amounts will not be carried over or available for expenditure in successive years.
- 7.3 The amount in the vote shall be reviewed annually as part of the creation of the budget and management plan. Council will purchase the tickets to the annual Lithgow Business Association Awards (if held) for Councillors and partners wishing to attend and payment shall be from this vote.

8. Expenses Associated with Councillors Attending, At Their Discretion, Conferences, (including the Annual Local Government Association or Shires Conferences) Seminars, Councillor Professional Development and Training Programs, Elected Member Courses and Local Government and Shires Associations Industry Working Groups.

Councillors will be responsible for payment of expenses, from their annual Professional Development Discretionary Vote, which is identified in the annual Management Plan (see next point), incurred for attending and participation in the following:

- conferences (including the Annual LGA or Shires Conference) and seminars;
- Councillor professional development and training programs;
- elected member courses;
- Local Government and Shires Associations Industry Working Groups.

9. Legal and insurance expenses and obligations

- 9.1 Councillors are covered under the following Council insurance policies on a 24 hour basis while discharging the duties of civic office, including attendance at meetings of external bodies as Council's representative:
- (a) Public Liability Insurance;
 - (b) Professional Indemnity Insurance;
 - (c) Councillors and Officers Liability Insurance;
 - (d) Personal Accident Insurance, (accompanying partners are also covered); and

- 9.2 Council will pay the insurance policy excess in respect of any claim made against a Councillor arising from Council business where any claim is accepted by Council's insurers.
- 9.3 Where Council's insurance policies do not cover a Councillor's legal expenses in relation to a matter arising directly as a result of the Councillor's actions in the civic office, Council will determine, by resolution, if the Councillor is to be reimbursed for reasonable solicitor/client costs as long as they relate to:
- Where legal action has been brought against the councillor;
 - Conduct arising from the execution of a councillor's civic duties;
 - The matter is finalised;
 - Council authorises by specific resolution naming the Councillor and determining the amount to be reimbursed; and
 - The finding is not substantially unfavourable to the Councillor

PART 2 FACILITIES

10. Stationery

Council will provide, upon request, the following stationery to Councillors to be used only on Council business:

- Writing pads
- Letter Head stating "From the Desk of Councillor...."
- Envelopes
- Box Files
- Business cards
- Writing pens
- Diary
- Year Planner
- Educational and promotional material and gifts.

11. Postage

Council will provide Councillors with postage facilities where the communication being posted is in discharge of the Councillor's functions of civic office.

12. Communication

- 12.1 Councillors are to be reimbursed for Council related calls that are charged to their personal telephone accounts relating to their place of residency. Councillors are to submit a claim within three months following the payment of such accounts. An annual allocation of \$100 per Councillor per financial year is available.

12.2 Councillors will each be provided with iPads with a download limit of 2Gb each per month. iPads will be loaded with a range of information to assist councillors in their roles including:

- Lithgow City Council Code of Conduct.
- Copies of current consultancy reports and studies.
- Lithgow City Council Code of Meeting Practice.

Links will be provided to allow councillors to search the world wide web (www.) for relevant legislation.

13. Secretarial Services

Council will provide a secretarial service to all Councillors to facilitate the discharge of functions of civic office. Such assistance shall be subject to staff availability and prior arrangement with the General Manager.

14. Training

Council will conduct training programs for Councillors as is appropriate for the effective discharge of functions of civic office. Such training programs will be conducted by Council's own staff and external service providers will be engaged when and where required.

15. Resource Centre and Office Accommodation

15.1 The Mayor's and/or Committee Room will be available to Councillors as a Resource Centre and to meet with residents and use telephone facilities where multiple calls may be necessary in the discharge of Councillors' functions of civic office.

15.2 Access to the Resource Centre will be available, subject to prior booking, during normal office hours and special arrangements may be made for access outside normal office hours.

16. Additional Expenses and Facilities for the Mayor

16.1 The Mayor will be provided with a motor vehicle to discharge the functions of civic office and the performance of Council business. The vehicle will be made available to the Mayor for full private usage subject to the payment set by Council annually.

16.2 Council will provide the Mayor with a mobile phone or similar device for use directly associated with the role as Mayor of Lithgow City Council.

16.3 The Mayor will be provided with a corporate credit card with a limit of \$4,000.

The monthly statement is to be reconciled and provided, with corresponding receipts, to the General Manager for approval.

The card may be used for expenses such as travel, accommodation, sustenance, conferences etc in accordance with this policy.

17. Expenses and Facilities for Councillors with Disabilities

For any Councillor with a disability, Council may resolve to provide reasonable additional facilities and expenses, in order to allow that Councillor to perform their civic duties.

18. Carer Expenses

18.1 Council shall reimburse a councillor for carers fees where the Councillor is the primary care giver.

18.2 A carer is a person who cares for a dependent child or another immediate family member, such as a family member with a disability. Immediate family members include the carer's current or former spouse or domestic partner. Immediate family also includes a child, parent, grandparent or sibling of either the carer or the carer's spouse or domestic partner. Aboriginal or Torres Strait Islanders who care for a family member related according to Aboriginal or Torres Strait Islander kinship rules are protected as carers.

18.3 Expenses for alternative carer arrangements, including child care expenses and the care of elderly, disabled and/or sick immediate family members of Councillors, are payable when a Councillor attends:

- (a) Council meetings, committee meetings, sub-committee meetings, inspections, formal briefing sessions and civic or ceremonial functions convened by the Mayor or Council;
- (b) meetings scheduled by Council or the Mayor;
- (c) meetings necessary for the Councillor to exercise a delegation given by Council or meetings arising from their official role as chairperson of a standing committee;
- (d) meetings arising as a result of a Councillor being appointed by Council to an outside body or committee;
- (e) a meeting, function or other official role as a representative of the Mayor or Council; and
- (f) functions where the payment of carer expenses has been approved by the General Manager.

18.4 Carer expenses may consist of:

- (a) occasional child care centre fees;
- (b) hourly fees;
- (c) agency booking fees (if claimed); and
- (d) reasonable travelling expenses (if claimed by the carer).

18.5 Fees are payable per hour (or part of an hour) subject to any minimum period which is part of the care provider's usual terms, to a maximum hourly rate approved by the General Manager.

- 18.6 Travelling expenses cover the transport costs of the carer to and from the Councillor's residence or of the person to be cared for to and from the place of care.
- 18.7 Claims must be accompanied by a receipt from the care provider showing the date and time care was provided and details of the reason care was needed on each occasion, or alternatively the submission of a Statutory Declaration with these details (Appendix 2).
- 18.8 An annual limit of \$2,000 per Councillor will apply to Carer Expenses.

Maintained by Department:	Executive	Approved by:	Council	Exhibition	
Reference:	Dataworks: Policy Register	Council Policy No:	9.5	Effective Date:	November 2012
Min No:	06-349 (exhibition) 07-54 008-165 (V3) 12-447(V5) V6 - 13-399	Version No:	6	Reviewed Date:	Sept 2013
Attachments:	Claim form				

COUNCILLOR EXPENSES CLAIM FORM

COUNCILLOR EXPENSE REIMBURSEMENT FORM

COUNCILLOR

To be completed for **ALL** Expense reimbursements- **RECEIPTS MUST BE ATTACHED**

I..... declare that the expense of \$.....
datedwas incurred by me for the following purpose **(specify details)**

ACCOMMODATION/MEALS

.....
.....

FUEL KLMS Traveled..... Engine Capacity () < 2.5 litres @ 64 c per km
 KLMS Traveled..... Engine Capacity () > 2.5 litres @ 73 c per km

EDUCATIONAL

.....
.....

PHONE

.....

OTHER

.....
.....
.....

.....
COUNCILLOR SIGNATURE

.....
DATE

.....
**GENERAL MANAGER
APPROVAL**

Office Use
Only:

CREDITOR NO.....

COST ACCOUNT NO.....

Appendix 2

STATUTORY DECLARATION Oaths Act 1900, NSW, NINTH Schedule

I..... of..... do hereby solemnly declare and affirm that the expenses of was/were incurred by me for the purpose of Carers Expenses as per Section 18 of the *Payment of Expenses and Provision of Facilities to Councillors* Policy.

Expense Description:

.....
.....
.....
.....
.....
.....

I make this solemn declaration, as to the matter (or matters) aforesaid, according to the law in this behalf made - and subject to punishment by law provided for any wilfully false statement in any such declaration.

Declared at..... On.....
[place] [date]

.....
[Signature of declarant]

in the presence of an authorised witness, who states:

I, a.....
[name of authorised witness] [qualification of authorised witness]

certify the following matters concerning the making of this statutory declaration by the person who made it: [please cross out any text that does not apply]

1. *I saw the face of the person OR * I did not see the face of the person because the person was wearing a face covering, but I am satisfied that the person had a special justification for not removing the covering, and

2. *I have known the person for at least 12 months OR *I have confirmed the person's identity using an identification document and the document relied on was.....
[describe identification document relied on]

.....
[signature of authorised witness]

.....
[date]